



COMPUTERS AND CONTROLS LTD
THE CLOUD COMPANY

Professional Development Skills Training

Computers and Controls (CCLearning) in partnership with our international training providers have been providing Training in Career and Professional Development for Corporations and individuals both Locally and Regionally for over 25 years.

We work together with you to understand your needs and to design workshops experiences that build the competency needed to achieve your organisation's objectives. Our ability to listen, collaborate and customize learning solutions that is fundamental to the overall success of any organization.

Our pricing structure allows for discounts to companies who have registered 10 or more employees for any combination of courses.

In-house training can also be provided if required at your offices. Courses can be tailored to your specific organization. In-house courses and seminars can only be conducted with 10 or more participants.

Table of Contents

| | |
|--|----|
| APPROACH | 4 |
| E-Learning | 4 |
| METHODS OF DELIVERY | 4 |
| Your Investment..... | 5 |
| COURSE OFFERINGS:..... | 6 |
| ONLINE TRAINING | 6 |
| Your Investment..... | 7 |
| Accounting Skills for New Supervisors | 8 |
| Advanced Skills for the Practical Trainer..... | 9 |
| Advanced Writing Skills..... | 9 |
| Anger Management: Understanding Anger..... | 10 |
| Basic Internet Marketing..... | 10 |
| Becoming Management Material | 11 |
| Beyond Workplace Politics: Using Social and Emotional Competencies..... | 12 |
| Body Language: Reading Body Language as a Sales Tool..... | 13 |
| Building Better Teams | 14 |
| Building Relationships for Success in Sales..... | 15 |
| Business Ethics for the Office..... | 15 |
| Business Etiquette: Gaining That Extra Edge..... | 16 |
| Business Process Management | 16 |
| Business Succession Planning: Developing and Maintaining a Succession Plan..... | 17 |
| Business Writing That Works..... | 17 |
| Call Center Training: Sales and Customer Service Training for Call Center Agents | 17 |
| Cannabis and the Workplace..... | 18 |
| Coaching and Mentoring..... | 18 |
| Collaboration..... | 19 |
| Conducting Effective Performance Reviews | 21 |
| Conference and Event Management | 22 |
| Creating a Google Ad Words Campaign | 23 |
| Creating Winning Proposals..... | 24 |
| Creative Thinking and Innovation..... | 25 |
| Crisis Management..... | 25 |
| Critical Elements of Customer Service | 26 |
| Critical Thinking..... | 26 |
| CRM: An Introduction to Customer Relationship Management | 27 |
| Customer Service Training: Managing Customer Service | 27 |
| Dealing With Difficult People..... | 28 |
| Developing a Training Needs Analysis | 29 |
| Developing Your Training Program..... | 29 |
| Digital Transformation | 30 |
| Disability Awareness: Working with People with Disabilities..... | 30 |
| Diversity Training: Celebrating Diversity in the Workplace | 31 |
| E-Commerce Management | 31 |
| Effective Planning and Scheduling..... | 32 |
| Emotional Intelligence | 32 |
| Encouraging Sustainability and Social Responsibility in Business..... | 33 |
| Facilitation Skills..... | 34 |
| Generation Gap: Closing the Generation Gap in the Workplace | 34 |
| Global Business Strategies..... | 36 |
| Goal Setting..... | 36 |
| Hiring for Success: Behavioral Interviewing Techniques | 37 |
| Human Resources Training: HR for the Non-HR Manager..... | 37 |
| Intermediate Project Management..... | 38 |
| Intrapreneurship | 38 |
| Knowledge Management | 39 |

| | |
|---|----|
| Leadership Skills for Supervisors | 40 |
| Managing the Virtual Workplace | 41 |
| Marketing and Sales | 41 |
| Marketing for Small Businesses | 42 |
| Marketing with Social Media | 42 |
| Motivation Training: Motivating Your Workforce | 43 |
| Negotiating for Results | 43 |
| Performance Management: Managing Employee Performance | 46 |
| Problem Solving and Decision Making | 46 |
| Process Improvement with Gap Analysis | 47 |
| Project Management Fundamentals | 47 |
| Project Management: All You Need to Know | 48 |
| Project Planning: All You Need to Know | 48 |
| Project Management Training: Understanding Project Management..... | 49 |
| Risk Management | 49 |
| Safety in the Workplace | 50 |
| Six Sigma: Entering the Dojo | 50 |
| Skills for the Administrative Assistant | 51 |
| Skills You Need for Workplace Success | 51 |
| Strategic Planning | 52 |
| Stress Management | 52 |
| Successfully Managing Change | 53 |
| Team Building: Developing High Performance Teams | 53 |
| The Minute Taker's Workshop..... | 54 |
| The Practical Trainer..... | 54 |
| Time Management | 55 |
| Transgender Employees: Creating an Inclusive Work Community | 55 |
| Workplace Violence: How to Manage Anger and Violence in the Workplace | 56 |
| Writing a Business Plan..... | 56 |
| Writing for the Web..... | 57 |
| Writing Reports and Proposals..... | 57 |
| IT Virtual Hands-on Instructor Led Training..... | 58 |

CLEARING



APPROACH

We partner with international training providers who have unique programs where the focus is on developing capability and know-how for organizational and personal success.

A key feature of their programs is that they have a blended framework of traditional management strategies, NLP tools, techniques and methodologies, and accelerated learning techniques. They are a mix of theory, exercises and discussions and require the full participation of delegates as they are highly interactive.

We work with the organisation to fully understand your needs and ensure these not only inform the context of the programme but are also addressed in them.

E-Learning

Our learning platform designed to enable companies to store and track the use of online training resources in order to make learning experiences more efficient, both for managers and employees. All information, such as test scores or time spent training, can be easily accessed to support and motivate learners who are participating in their organization's training scheme

METHODS OF DELIVERY

E-learning offers four learning modalities, **Self-paced**, **Self-paced with instructor-led**, **Video Instructional Learning** and **Virtual Instructor led** courses are for students who prefer a structured learning pace with instructor guidance. Lessons are gated and released biweekly

| | SPT | Video Instructional Learning | VILT |
|------------------------------|---|---|--|
| Course Start Date | Fixed monthly start dates | Flexible dates and times | Mutually agreed date and time |
| Duration of Access | 4 weeks | 4 weeks | Scheduled Days |
| Instructor Led | No | Yes | Yes |
| Discussion Area | Peer to Peer discussions | Video instructor led | Peer to Instructor discussions |
| Content Access/Gating | 2 lessons released weekly | All lessons available upon enrollment | On Scheduled days |
| Student benefits | Learn at your pace, time and place, post and pre-assessments, case studies, | Learn at your pace using video instructional tutoring, post and pre-assessments, case studies, pause and replay, additional reading resources, personal planner | Expert and experienced instructor working with you step by step through entire training session, post and pre-assessments, case studies, |
| Certificate | Yes | Yes | Yes |
| Accreditations | Yes | Yes | Yes |
| Material | No | Yes | Yes |
| Extensions | Built in automatic 10-day extension | No extensions | No extensions |
| Payment Options | Online Pay, Offline Pay, Passcodes, OAC Enrollment | Online Pay, Offline Pay, OAC Enrollment | Online Payment |

E-Learning Self-Development (SP - Self Paced)

Participants work at their own pace, anywhere, anytime with peer-peer discussion platform. SP provides participants with current and up to date information that would help propel their career and standing because of the knowledge they would gain and being able to apply that knowledge on their job.

E-Learning (Self-Paced with ILT - Instructor Led Training)

This combines, Self- Paced with a virtual instructor who holds classes on specific days to enhance knowledge of the subject matter and provide expert knowledge on the topic.

Accreditation

Through our partnership with **BMAK Business and Technology Consultants Inc** selected courses are ***CPD Continuing Professional Development** accredited. Our **CPD certificates are recognized internationally** and can be especially useful if you want to work outside your home country.

Your Investment

- **E-Learning: Self-paced US\$80.00/\$TT equivalent at days rate per person (1 month access)**
- **Virtual instructor-led: Daily rate: \$2,800.00US/TT equivalent at days rate (Maximum participants 15 additional costs will apply for more than 15; virtual real time instructor-led)**
- **Video Instructional Learning: US\$125.00/TT equivalent per person (1 month access)**
- **Onsite/Off-site Instructor led training (Inquire within)**

**In order for participants to be interactive and engaged with the learning process, with the facilitator, and with their fellow participants, it is recommended that a maximum of 15 participants for effective learning.*

All courses can be customized in collaboration with our instructor to suit your organizations needs and objectives.

VIRTUAL HANDS-ON INSTRUCTOR-LED CLASSROOM TRAINING

METHOD OF TRAINING

Our programs key features are highly participative and interactive. Training would be conducted via live instructor-led onsite with an expert instructing the students in a traditional classroom setting, 8 hours per day (include two 15 minutes break and 1 hour lunch break)

PROGRAMME METHODOLOGY

- a. PowerPoint presentations
- b. Lectures
- c. Discussions
- d. Group activities
- e. Training can be delivered via Microsoft Teams or WebEx

BENEFITS

Hands-on learning experience with our Internationally recognized or our Local Regional Expert

- a. Step by Step Approach
- b. Exercises, quizzes, using real situations
- c. Pre-Assessment
- d. Post Assessment
- e. Easy assistance from the instructor
- f. Students will receive training materials
- g. Certificate of Participation
- h. Debriefing upon completion of training

COURSE OFFERINGS:

On-site Training

With client site training, courses can be schedule on a date that is convenient to you, and because they can be scheduled at your location, you do not have to incur travel costs. The class is taught on your equipment, so students are learning in their work environment rather than a classroom setup. Training can be customized to meet your specific needs and objectives, delivered at mutually agreed date and time

Virtual online instructor-led

Our Virtual instructor-led learning is similar to the on-site classroom training but with our expert hosting the training using virtual classroom via Zoom, WebEx, MS Teams, accommodating participants geographically, joining at schedule date and specific time.

Customized Training

Whether on-site or virtual online instructor led training, we work together with you to understand your needs and to design workshops experiences that build the competency needed to achieve your organization's objectives. Our ability to listen, collaborate and customize learning solutions that is fundamental to the overall success of your organization. Training can be customized to meet your specific needs and objectives, delivered at mutually agreed date and time

Coaching and Mentoring

Our certified life coaches will work with you to develop, enhance the skills, knowledge and work performance of your employees to achieve specific goals and objectives. Classes are being virtual instructor-led and eLearning Instructor-led.

Mentoring

Whether its 1-1 or group mentoring, with the use of traditional mentoring our certified mentor will share knowledge and experience with a mentee to enrich their journey to accomplish professional and personal growth. All programs are flexible and cost effective.

ONLINE TRAINING

Programs offers non-credit online career and professional development programs through our partnership with ed2go, a national leader in accessible online education. Courses range from computer applications such as Microsoft Word and Excel, to website development, customer service, and language courses such as Speed Spanish, to name just a few. Upon successful completion of students will receive a certificate of completion.

COURSE OFFERING: two learning modalities, instructor led and self-paced.

Instructor led courses are for students who prefer a structured learning pace with instructor guidance. Lessons are gated and released biweekly.

| | ILC's | SPT's |
|------------------------------|--|---|
| Course Start Date | Fixed monthly start dates | Start anytime |
| Duration of Access | 6 weeks | 3 months |
| Instructor Led | Yes | No |
| Discussion Area | Peer to Peer and Peer to Instructor discussions | Peer to Peer discussions |
| Content Access/Gating | 2 lessons released weekly | All lessons available upon enrollment |
| Extensions | Built in automatic 10-day extension | No extensions |
| Payment Options | Online Pay, Offline Pay, Passcodes, OAC Enrollment | Online Pay, Offline Pay, OAC Enrollment |

Your Investment

On-line instructor-led Training

With over 800 online Instructor-Led Training to choose from, programs provides participants with a high quality training experience and features while still having access to subject matter experts through our lively online discussion platform where knowledge is shared many of whom are nationally known authors.

On-line Self-paced Training

Online self-paced training is done entirely online at your own pace at the convenience of your home, office, can log on and work on them at any time and from anywhere. Self-paced tutorials are for students who prefer to learn at their own pace and are comfortable with self-guidance. Students gain access to all course material, quizzes and the final exam at the time of enrollment

On-site (Client – Site):

With client site training, courses can be schedule on a date that is convenient to you, and because they can be scheduled at your location, you do not have to incur travel costs. The class is taught on your equipment, so students are learning in their work environment rather than a classroom setup. Training can be customized to meet your specific needs.

Off-site (C & C):

Off-site training can be held at the location noted:

- Computers and Controls Limited – Port of Spain Training can be delivered either (*part-time or full-time*).

BENEFITS

- ✓ Expert Support with years of industry experience
- ✓ Professional development and personal enrichment
- ✓ Sessions start monthly
- ✓ Convenient six-week format
- ✓ Interactive learning environment
- ✓ Quizzes, assignments
- ✓ Affordable prices
- ✓ Progress Report.
- ✓ Self-Driven and Self-Paced
- ✓ Certificate of completion with passing score

Contact Information:

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Accounting Skills for New Supervisors

Course Overview

Many of us flinch when we hear terms like depreciation, cash flow, balance sheet, and (worst of all!) budgets. However, these are all important concepts to understand if you're going to succeed in today's business world, particularly as a supervisor. Even better, financial terms are not as scary as they seem!

Learning Objectives

- ✓ Describe the art of finance and financial management
- ✓ Explain key financial terms
- ✓ Determine your role in company finances
- ✓ Find the rules and regulations for your area and industry
- ✓ Discuss various types of financial reports, including income statements, balance sheets, cash flow statements, and statements of retained earnings
- ✓ Explain how a chart of accounts is created
- ✓ Tell the difference between cash and accrual accounting
- ✓ Explain single-entry and double-entry bookkeeping
- ✓ Differentiate between debits and credits
- ✓ Identify and analyze important financial data
- ✓ Make financial decisions
- ✓ Read annual reports
- ✓ Determine whether a company is financially high or low risk
- ✓ Recognize different types of organizational financial plans
- ✓ Explain what budgets are and how to prepare them
- ✓ Recognize what computer skills you need to make you a financial whiz Deal with financial situations that impact the people that work for you

Advanced Project Management

Course Overview

It's easy to forget the "manager" part of your "project manager" title among the other range of activities you are responsible for. However, your management skills are an important part of your success as a project manager, so it is crucial that you grow both of those skill sets. There are also some advanced project management techniques that you can master to help bring your projects to successful completion.

This course presumes that students have a thorough understanding of project management, including topics such as preparing a statement of work, setting project goals, scheduling, budgeting, managing project risks, and executing a project.

Learning Objectives

- ✓ Think critically when choosing a project team Make the best of an assigned project team
- ✓ Help teams move through various stages to become a high-functioning unit
- ✓ Maximize productivity at team meetings
- ✓ Reward and motivate your team
- ✓ Develop and execute a communication plan

- ✓ Communicate with sponsors and executives more effectively Identify strategies for working with problem team members

Advanced Skills for the Practical Trainer

Course Overview

Behind every spectacular training session is a lot of preparation and meticulous attention to detail. The truly skilled trainer can make a program exciting! This course will teach you advanced skills that can help you take your training programs to the next level.

We recommend that you complete “The Practical Trainer” before beginning this course.

Learning Objectives


- ✓ Demonstrate your understanding of learning styles and how to accommodate all four learning styles in the classroom
- ✓ Apply the key principles of effective communication in a workshop setting
- ✓ Use a variety of training techniques to stimulate participation
- ✓ Develop a plan and prepare for an effective training session
- ✓ Explain the different levels of evaluation and when to use each
- ✓ Identify advanced interventions for difficult situations
- ✓ Put your skills to work for a training presentation

Advanced Writing Skills

Course Overview

As a writer you want your readers to be sincerely interested and engaged by your writing. If your message has been designed and executed effectively, you can capture your audience's full attention.

Learning Objectives

- ✓ Make your writing clear, complete, concise, and correct.
 - ✓ Improve sentence construction and paragraph development.
 - ✓ Deal with specific business requests.
 - ✓ Create effective business cases, proposals, and reports.
 - ✓ Thoroughly document sources that you use in your writing
- 

Anger Management: Understanding Anger

Course Overview

Anger is a universal experience. Dogs get angry, bees get angry, and so do humans. You don't have to be a psychologist to know that managing anger productively is something few individuals, organizations, and societies do well. Yet research tells us that those who do manage their anger at work are much more successful than those who don't.

The co-worker who can productively confront his teammate about his negative attitude increases his team's chance of success as well as minimizes destructive conflicts. The customer service agent who can defuse the angry customer not only keeps her customers loyal but makes her own day less troublesome. This course is designed to help give you and your organization that edge.

Learning Objectives

- ✓ Recognize how anger affects your body, your mind, and your behavior
- ✓ Use the five-step method to break old patterns and replace them with a model for assertive anger
- ✓ Use an anger log to identify your hot buttons and triggers Control your own emotions when faced with other peoples' anger
- ✓ Identify ways to help other people safely manage some of their repressed or expressed anger
- ✓ Communicate with others in a constructive, assertive manner

Basic Internet Marketing

Course Overview

This course is an ideal start for business owners and people new to marketing to learn the basics of Internet marketing. We've included information on how to market online, and even more importantly, how to determine what results you are getting. Then, you can figure out whether you are reaching your target market, where your qualified prospects are, and how they are engaged as a result of your efforts. This course includes sessions on search engine optimization, e-mail campaigns, pay per click advertising, and more.

Learning Objectives

- ✓ Determine how your Internet marketing strategy fits with your overall marketing plan
- ✓ Apply techniques to influence and engage your target market
- ✓ Weigh the value of using a distribution service for e-mail marketing campaigns Get started with search engine optimization
- ✓ Use online advertising to boost your marketing results
- ✓ Adjust your Internet marketing plan based on metrics and reporting

Becoming Management Material

Course Overview

At its core, leadership means setting goals, lighting a path, and persuading others to follow. By accepting the challenge to lead, you come to realize that the only limits are those you place on yourself.

Learning Objectives

- ✓ Define your role as a manager and identify how that role differs from other roles you have had
- ✓ Understand the management challenge and the new functions of management
- ✓ Discover how you can prepare for and embrace the forces of change
- ✓ Identify ways to get you and your workspace organized and get a jump on the next crisis
- ✓ Identify your leadership profile and explore ways to use this knowledge to improve your success as a manager
- ✓ Enhance your ability to communicate with others in meetings and through presentations
- ✓ Create an action plan for managing your career success

Being a Team Player

Course Overview

Teamwork is essential in any successful enterprise, and to have effective teams, an organization must be comprised of individuals who pride themselves on being great team players. Many of us consider ourselves to be team players, but are we really? Do we know what that takes; and what managers consider to be the qualities that make a person a team player, or that make a good team player a 'great' team player? Everyone brings their own skills and strengths to the table; understanding how to use those skills within the context of a team is vital to help an organization succeed.

Learning Objectives

- ✓ Understand the definition of a team player and a non-team player
- ✓ Know the difference between a team player and a non-team player
- ✓ Learn the qualities possessed by a team player
- ✓ Determine what type of team player you are and how that functions in your workplace
- ✓ Know and understand what it takes to be a team player
- ✓ Discover the different types of teams that exist within a company Learn what working together as a team looks like
- ✓ Learn the different types of workplace teams and what types of teams successful organizations need
- ✓ Develop strategies to improve teamwork
- ✓ Give participants a moment to write down their own learning objectives in their workbook.

Beyond Workplace Politics: Using Social and Emotional Competencies

Course Overview

Workplace politics encompasses the power and authority processes and behaviors that are at work in a particular workplace. It is how the links between people in the workplace work. There are workplace politics at play in every organization!

In 1990, two American psychologists (Dr. Jack Mayer and Dr. Peter Salovey) purported that if there was a cognitive intelligence or IQ then there must be an emotional intelligence (sometimes known as EQ). Daniel Goleman, the co-founder of the Collaborative for Academic, Social, and Emotional Learning (CASEL) theorized the social aspect of behavior as a complement to the emotional. His definition expanded to: “Social and emotional intelligence involves understanding your feelings and behaviors, as well as those of others, and applying this knowledge to your interactions and relationships.” In his work with CASEL he developed five interrelated sets of Social and Emotional Competencies: Self-Awareness, Self-Management, Social Awareness, Good Relationship Skills, and Responsible Decision Making. This course will explore the social and emotional competencies and their role in working beyond workplace politics!

Learning Objectives

- ✓ Understand what Workplace Politics is and why it is not always bad.
- ✓ Distinguish between formal and informal workplace hierarchies.
- ✓ Use practical steps to negate the influence of rumors.
- ✓ Define Social and Emotional Intelligence and understand their importance in navigating workplace politics.
- ✓ Understand the importance of Self-Awareness in dealing with workplace politics and think about your own strengths and abilities.
- ✓ Understand the role of Self-Management in the workplace and learn to improve self-management through reflection
- ✓ Understand the roles of Empathy, Organizational and Service Awareness in the workplace and social awareness skill development. Identify good relationship skills.
- ✓ See the importance of responsible decision making and identify decision traps that should be avoided.
- ✓ Create your own Workplace Philosophy Statement.

Body Language: Reading Body Language as a Sales Tool

Course Overview

Body language can make or break our efforts to establish long, trusting relationships. Our body language can help to reinforce and add credibility to what we say, or it can contradict our words. Understanding what signals you are sending, as well as being able to read the signals that your clients send, is an essential skill in sales and throughout our lives. What is your body language saying about you? Find out in this course!

Learning Objectives

- ✓ Apply your knowledge of body language to improve communication Understand the impact of space in a conversation
- ✓ Understand the nuances of body language from a range of areas including your face, hands, arms, legs, and posture
- ✓ Use mirroring and matching techniques to build rapport
- ✓ Shake hands with confidence
- ✓ Dress for success

Building an Online Business

Course Overview

The Internet has changed the way that we work, live, shop, and play. You can take advantage of this new way of doing business whether you want to set up a part-time venture or create the next million-dollar enterprise. This course will give you everything that you need to build a successful online business.

Learning Objectives

- ✓ Define what an online business is
- ✓ Identify opportunities for an online business
- ✓ Find resources to support your business
- ✓ Create a business strategy that includes a business plan, budget, and marketing plan
- ✓ Begin setting up a website, mobile presence, and storefront with e-commerce support
- ✓ Decide whether or not your online business can benefit from joining an online marketplace
- ✓ Market your online business using social media and the Internet

Building Better Teams

Course Overview

Teams are an important building block of successful organizations. Whether the focus is on service, quality, cost, value, speed, efficiency, performance, or other similar goals, teams are the basic unit that supports most organizations.

Learning Objectives

- ✓ Understand the value of working as a team.
- ✓ Develop team norms, ground rules, and team contracts.
- ✓ Identify your team player style and how it can be used effectively with your own team.
- ✓ Build team trust.
- ✓ Identify the stages of team development and how to help a team move through them.
- ✓ Recognize the critical role communication skills will play in building and maintaining a team atmosphere.
- ✓ Identify ways that team members can be involved and grow in a team setting.

CLEARING



Building Relationships for Success in Sales

Course Overview

No one questions that making friends is a good thing. In this course, you are going to discover that the business of business is making friends, and the business of all sales professionals is making friends and building relationships. Strategic friendships will make or break any business, no matter how big and no matter what kind of market.

Learning Objectives

- ✓ Discover the benefits of developing a support network of connections
- ✓ Understand how building relationships can help you develop your business base
- ✓ Learn how to apply communication techniques to build your network
- ✓ Identify the key elements in strong working relationships, and how you might put more of these elements in your working relationships Recognize the key interpersonal skills and practice using them

Business Ethics for the Office

Course Overview

What exactly makes a decision ethical? The problem with ethics is that what may seem morally right (or ethical) to one person may seem appalling to another.

This course will not provide you with an easy way to solve every ethical decision you will ever have to make. It will, however, help you define your ethical framework to make solving those ethical dilemmas easier. We'll also look at some tools that you can use when you're faced with an ethical decision. And, we'll look at some techniques you can use so you don't get stuck in an ethical quandary. Best of all, we'll look at a lot of case studies so that you can practice making decisions in a safe environment.

Learning Objectives

- ✓ Understand the difference between ethics and morals Understand the value of ethics
- ✓ Identify some of your values and moral principles
- ✓ Be familiar with some philosophical approaches to ethical decisions Identify some ways to improve ethics in your office
- ✓ Know what is required to start developing an office code of ethics Know some ways to avoid ethical dilemmas
- ✓ Have some tools to help you make better decisions Be familiar with some common ethical dilemmas

Business Etiquette: Gaining That Extra Edge

Course Overview

If you've ever had an awkward moment where:

You aren't sure which fork to use,

You don't know which side plate is yours,

You've ever had to make small talk with a Very Important Person and been lost for words...

Then you know just how agonizing such moments can be. Even worse (and what can be even more damaging to your career) are the social gaffes you aren't even aware you make. This course will help you handle most of those socially difficult moments. You'll have an extra edge in areas you may not have given a lot of thought to before.

Learning Objectives

- ✓ Network effectively, including making introductions, shaking hands, and using business cards appropriately
- ✓ Dress appropriately for every business occasion
- ✓ Feel comfortable when dining in business and formal situations
- ✓ Feel more confident about your business communication in every situation Develop that extra edge to establish trust and credibility

Business Process Management

Course Overview

Business process management helps organizations leverage processes to achieve their goals and be successful. Once processes are implemented, they must be monitored, evaluated, and optimized to make sure they are still meeting the goals that they were designed to accomplish. A business that can successfully manage its processes is able to maintain a competitive edge, while increasing productivity and efficiency and decreasing costs.

This course will introduce you to business process management. You'll learn how business processes can help you improve your company's bottom line by providing a higher level of quality and consistency for your customers.

Learning Objectives

- ✓ Define business process management and related concepts
- ✓ Recognize the vital role processes play in a business
- ✓ Appreciate the role of technology in process management
- ✓ Develop a vision to guide process improvement
- ✓ Understand how to design or enhance an existing process using the business process life cycle
- ✓ Construct a process map
- ✓ Perform a what-if analysis to improve your processes Implement and monitor process changes
- ✓ Identify how Lean and Six Sigma methods can assist in managing and improving processes
- ✓ Use a variety of tools and techniques to eliminate waste and redundancies

Business Succession Planning: Developing and Maintaining a Succession Plan

Course Overview

Change is a hallmark of today's business world. In particular, our workforce is constantly changing – people come and go, and move into new roles within the company. Succession planning can help you make the most of that change by ensuring that when someone leaves, there is someone new to take their place. This course will teach you the basics about creating and maintaining a succession plan.

Learning Objectives

- ✓ Demonstrate an understanding of the value of succession planning for successful businesses
- ✓ Demonstrate expertise with the key elements of a succession plan Create and discuss aspects of a succession plan
- ✓ Discuss the elements of a succession plan in terms of roles, responsibility, function, scope, and evaluation

Business Writing That Works

Course Overview

We all know what good writing is. It's the novel we can't put down, the poem we never forgot, and the speech that changes the way we look at the world. Good writing is the memo that gets action and the letter that says what a phone call can't.

In business writing, the language is concrete, the point of view is clear, and the points are well expressed. Good writing is hard work, and even the best writers get discouraged. However, with practice you can feel more confident about your own writing. This course will give you the tools to become a better writer.

Learning Objectives

- ✓ Learn the value of good written communication
- ✓ Learn how to write and proofread your work so it is clear, concise, complete, and correct
- ✓ Apply these skills in real world situations
- ✓ Understand the proper format for memos, letters, and e-mails

Call Center Training: Sales and Customer Service Training for Call Center Agents

Course Overview

Whether we choose to embrace them or cannot stand being interrupted by their calls, call centers are a business element that is here to stay. This course will help call center agents learn to make the most of their telephone-based work, including understanding the best ways to listen and be heard. Each phone interaction has elements of sales and customer service skills, which we will explore in detail throughout this energizing and practical course.

Learning Objectives

- ✓ Understand the nuances of body language and verbal skills, which are so important in conversations that do not have a face-to-face element Learn aspects of verbal communication such as tone, cadence, and pitch Demonstrate an understanding of questioning and listening

skills Acquire comfort with delivering bad news and saying no Learn effective ways to negotiate

- ✓ Understand the importance of creating and delivering meaningful messages Use tools to facilitate communication
- ✓ Realize the value of personalizing interactions and developing relationships
- ✓ Practice vocal techniques that enhance speech and communication ability
- ✓ Personalize techniques for managing stress

Cannabis and the Workplace

Course Overview

One of the most commonly used recreational drugs in the world is cannabis. No matter what the legal status of using cannabis is where you live and work, employees who are under the influence of the drug can become an issue in your workplace. This course will help you develop the skills and knowledge to mitigate the risks to safety and lost productivity, and create a policy to protect employees from harm and the company from loss.

Learning Objectives

- ✓ Understand what cannabis and other forms of cannabis are and how they are used
- ✓ Understand how cannabis use affects a person physically, cognitively, and behaviorally
- ✓ Recognize the signs of cannabis impairment
- ✓ Define the potential issues cannabis use creates in the workplace
- ✓ Understand the legal rights of employers and employees with regards to cannabis use in the workplace
- ✓ Respond to incidents of suspected cannabis use in the workplace Develop a proactive workplace drug and alcohol policy

Coaching and Mentoring

Course Overview

Coach, Mentor, Role Model, Supporter, Guide... do these words ring a bell? Being a coach involves being able to draw from several disciplines. Coaching is based on a partnership that involves giving both support and challenging opportunities to employees. Mentorship is a related skill that is often a part of coaching. It's about being a guide, offering wisdom and advice when it is needed.

Knowing how and when to coach (and when to use other tools, like mentoring) is an essential skill that can benefit both you and your organization.

Learning Objectives

- ✓ Understand how coaching can be used to develop your team
- ✓ Develop the coaching and mentoring skills that help improve individual performance
- ✓ Demonstrate the behaviors and practices of an effective coach
- ✓ Recognize employees' strengths and give them the feedback they need to succeed
- ✓ Identify employee problems and ways you can help to correct them

Collaboration

Course Overview

Collaboration is a skill that is utilized with one or more people to produce or create a result or shared goal. Everyone in the group has a shared vision or outcome. The group not only has to work together, they must think together, and the product comes from group effort. Collaborators are equal partners. Do we know what it takes to achieve successful collaboration with colleagues? What are the importance and benefits of collaboration in the workplace and how can employers create a collaborative environment and reward employees for collaborative efforts?

Learning Objectives

- ✓ Understand the definition of collaboration
- ✓ Distinguish collaborative qualities individuals often possess
- ✓ Know and understand what it takes to work collaboratively with your colleagues
- ✓ Discover the difference between collaboration, cooperation and teamwork
- ✓ Know what a collaborative environment looks like
- ✓ Know the six steps to make collaboration work
- ✓ Understand the advantages of collaboration
- ✓ Be aware of obstacles to collaboration
- ✓ Develop strategies to improve a collaborative work environment
- ✓ Share tips for employers to reward collaboration
- ✓ Understand how technology affects collaboration

Computer Basics: Foundation

Course Overview

The Computer Basics program will help you fully understand topics such as: terminology; types of computers; anatomy of a PC; how a PC works; hardware devices; types of software and many more.

Learning Objectives

- ✓ Basic Terms
- ✓ Types of Computers
- ✓ Anatomy of a PC
- ✓ How a PC Works
- ✓ CPU and Memory
- ✓ Input Devices
- ✓ Output Devices
- ✓ Secondary Storage Devices
- ✓ The Basics
- ✓ Operating Systems and Applications
- ✓ How is Software Built?
- ✓ Types of Software
- ✓ Legal Issues

Computer Basics: Intermediate

Course Overview

If you understand the program foundations, it makes sense to learn more skills with Computer Basics Intermediate. It will improve your efficiency.

Learning Objectives

Section 1: Information Networks

- ✓ Basic Terms
- ✓ Advanced Terms
- ✓ Networking Basics
- ✓ Basic Internet Concepts
- ✓ Internet Security

Section 2: Application

- ✓ Computers in the Workplace
- ✓ Tele-Commuting
- ✓ The Electronic World
- ✓ Ergonomics
- ✓ Safety and the Environment

Section 3: Security

- ✓ Identifying Yourself
- ✓ Protecting your Data
- ✓ Understanding Malware
- ✓ Protecting Against Malware

Computer Basics: Advanced

Course Overview

Have they already received training in the foundation and intermediate level curriculum, computer advanced is the next step

Learning Objectives

Section 1: Working With the Computer

- ✓ First Steps
- ✓ Basic Tasks
- ✓ Using the Desktop
- ✓ Customizing Your Computer
- ✓ Printing

Section 2: Working with Files and Folders

- ✓ The Basics of Files and Folders
- ✓ Managing Files and Folders, Part I
- ✓ Managing Files and Folders, Part II
- ✓ Viewing File or Folder Properties
- ✓ Working With Files and Folders
- ✓ Compressed Files

Computer Basics: Expert

Course Overview

Are you ready to become experts in the Basics of computer? Have they already received advanced training? Computer Basics Expert can take them to the next level!

Learning Objectives

Section 1: Understanding Applications

- ✓ Application Basics
- ✓ Basic Applications
- ✓ Working with a Window
- ✓ Working with WordPad
- ✓ Working With Applications

Section 2: Web Browsers and the Internet

- ✓ Basics of Web Browsers
- ✓ Browsing the Web
- ✓ Working with Bookmarks
- ✓ Working With Web Pages
- ✓ Printing Web Pages

Conducting Effective Performance Reviews

Course Overview

Performance reviews are an essential component of employee development. The performance review meeting is an important aspect of career planning, and the outcomes of the meeting should be known to the employee and supervisor before the meeting actually takes place. Remember what the German philosopher Goethe said: "Treat people as if they were what they ought to be and you help them become what they are capable of being."

Setting goals and objectives to aim for will give both supervisors and employees a focus, and is one of the key aspects to meeting overall company objectives. Supervisors must also learn how to give feedback, both positive and negative, on a regular and timely basis so that employees can grow and develop. Performance appraisals involve all these activities.

Learning Objectives

- ✓ Recognize the importance of having a performance review process for employees Understand how to work with employees to set performance standards and goals Develop skills in observing, giving feedback, listening, and asking questions Identify an effective interview process and have the opportunity to practice the process in a supportive atmosphere
- ✓ Make the performance review legally defensible

Conference and Event Management

Course Overview

Although it does take plenty of creativity to design an event that is memorable and meaningful, it also takes careful attention to detail, adaptability, effective delegating, and a lot of work. This course will walk you through the process of event management, from the beginning stages of planning, to the final touches (like decorations, food, and music).

While this course is specifically for corporate event planning, the elements here can also be applied to more personal event planning like anniversaries, special birthday gatherings, weddings, and more. Essentially, we're creating an effective and well planned design that is ready for implementation and can be used over and over again.

Learning Objectives

- ✓ Plan a complete corporate event, including an agenda, budget, goals, venue, audience, food, and whatever else your client needs Keep your event on budget
- ✓ Design an advertising and marketing plan that includes a comprehensive use of media, take-aways, and/or swag bags
- ✓ Determine whether partners, sponsors, and volunteers can help to make your event unforgettable
- ✓ Create an atmosphere of service that delegates will remember
- ✓ Select speakers and a master of ceremonies to add impact to your event Create a diversity plan
- ✓ Evaluate the process once it's all wrapped up

Conflict Resolution: Getting Along In The Workplace

Course Overview

Many people see conflict as a negative experience. In fact, conflict is a necessary part of our personal growth and development. Think of when you were trying to choose your major in college, for example, or trying to decide between two jobs. However, conflict becomes an issue when the people involved cannot work through it. They become engaged in a battle that does not result in growth. When this type of conflict arises, negative energy can result, causing hurt feelings and damaged relationships. This course will give you the tools that will help you resolve conflict successfully and produce a win-win outcome.

Learning Objectives

- ✓ Understand what conflict is and how it can escalate
- ✓ Understand the types of conflict and the stages of conflict
- ✓ Recognize the five most common conflict resolution styles and when to use them Increase positive information flow through non-verbal and verbal communication skills
- ✓ Develop effective techniques for intervention strategies
- ✓ Become more confident of your ability to manage conflicts to enhance productivity and performance

Creating a Google Ad Words Campaign

Course Overview

Many companies advertise with pay per click ads. This course focuses on the largest machine available: Google AdWords. In this course, participants will learn how Google AdWords work, what pay per click means, the importance of correctly setting an AdWord budget, how to select keywords and set up ad groups, how to design a compelling ad, and how to make adjustments to increase success.

Learning Objectives

- ✓ Define Google AdWords and pay per click
- ✓ Set up keywords lists and groups
- ✓ Find tracking and statistical information
- ✓ Describe conversions from clickthroughs
- ✓ Decide whether you will write your own ads or enlist help

Creating a Workplace Wellness Program

Course Overview

Whether you are creating a workplace wellness program from scratch, or enhancing what you already have, you're already on the right track! With increasing costs of health care, a shrinking workforce, and aging workers, a savvy workplace understands the value in supporting workers to improve their conditioning and to live a fitter lifestyle. This course includes all aspects of designing or upgrading a program, from concept through implementation, to review.

Learning Objectives

Describe the necessity of workplace wellness programs

Create program elements that reflect the needs of employees and the objectives of the organization

Select program elements that fit the context of current operations Establish implementation and evaluation strategies

Creating Winning Proposals

Course Overview

Proposals are persuasive documents that are fundamental tools in organizational funding and output. This course will look at sources of funding, types of proposals and how to write proposals that will meet funding agencies requirements. This will include a number of tips and techniques to increase the potential success of your proposals. An important but often overlooked aspect of proposal writing will also be covered- Building and Maintaining Relationships. Relationships are built on honesty. Potential projects must be a good fit for your organization and your organization must be ready to do the work contained in the proposal. The most successful proposals are going to be those that fulfill the mission and values of your organization and that of the funding agencies as well!

Learning Objectives


- ✓ Locate potential funders for your organizations on the Internet and
- ✓ use evaluative skills to identify the appropriateness of funding related to your own organization
- ✓ Explain the necessity of matching funders interests with organizational needs and use this knowledge in decisions about the validity of submitting a funding proposal
- ✓ Describe and understand the basic elements of proposal writing for not-for-profit organizations
- ✓ Describe and understand the basic process for successful proposal writing Analyze effective relationship-building strategies to engage with funders and use this knowledge in writing a funding proposal
- ✓ Describe at least five reasons why funding proposals can be rejected Plan, write and submit a proposal in response to funders guidelines

Creativity In The Workplace

Course Overview

Creative thinking in the workplace is in demand. We live in a competitive society and creativity improves productivity, teamwork, and innovation.

Learning Objectives

- ✓ Define creativity.
 - ✓ Identify the characteristics of a creative person.
 - ✓ Develop your creativity.
 - ✓ Understand the importance of creativity in the workplace.
 - ✓ Identify the benefits of creativity in the workplace.
 - ✓ Examine creative corporate cultures.
 - ✓ Foster creativity in the workplace.
 - ✓ Apply brainstorming techniques.
- 

Creative Thinking and Innovation

Course Overview

Creative thinking and innovation are vital components in both our personal and professional lives. However, many people feel as though they are lacking in creativity. What most of us do not recognize is that we are creative on a daily basis, whether it's picking out what clothes to wear in the morning or stretching a tight budget at work. While these tasks may not normally be associated with creativity, there is a great deal of creativity involved to get those jobs done.

While some people seem to be simply bursting with creativity, others find it a struggle to think outside the square. If you fall into the latter category, it is important to understand that boosting your creative and innovative abilities takes practice. Recognizing and honing your own creative potential is a process. That's what this course is all about.

Learning Objectives


- ✓ Identify the difference between creativity and innovation Recognize your own creativity
- ✓ Build your own creative environment
- ✓ Explain the importance of creativity and innovation in business Apply problem solving steps and tools
- ✓ Use individual and group techniques to help generate creative ideas Implement creative ideas

Crisis Management

Course Overview

Viable organizations need to be ready for emergencies because they are a fact of doing business. The worst plan is not to have any kind of plan at all, and the best plans are tested and adjusted so that they work over time. Fortunately, you do not need separate plans for fire, weather disasters, and all the different kinds of crises that can occur. One solid plan will help you to prevent, respond, and recover from all crises. This course will help you ensure your organization is ready to manage any kind of crisis.

Learning Objectives

- ✓ Assign people to an appropriate crisis team role
 - ✓ Conduct a crisis audit
 - ✓ Establish the means for business continuity
 - ✓ Determine how to manage incidents
 - ✓ Help your team recover from a crisis
 - ✓ Apply the process in practical exercise
- 

Critical Elements of Customer Service

Course Overview

While many companies promise to deliver an incredible customer experience, some are better at supplying this than others. This course is designed around six critical elements of customer service that, when a company truly embraces them, bring customers back to experience service that outdoes the competition.

Learning Objectives

- ✓ Understand what a customer service approach is
- ✓ Understand how your own behavior affects the behavior of others
- ✓ Demonstrate confidence and skill as a problem solver
- ✓ Apply techniques to deal with difficult customers
- ✓ Know how to provide excellent customer service

Critical Thinking

Course Overview

In today's society, many people experience information overload. We are bombarded with messages to believe various ideas, purchase things, support causes, and lead our lifestyle in a particular way. How do you know what to believe? How do you separate the truth from the myths?

The answer lies in critical thinking skills. The ability to clearly reason through problems and to present arguments in a logical, compelling way has become a key skill for survival in today's world. This course will give you some practical tools and hands-on experience with critical thinking and problem solving.

Learning Objectives

- ✓ Define critical and non-critical thinking
- ✓ Identify your critical thinking style(s), including areas of strength and improvement Describe other thinking styles, including left/right brain thinking and whole-brain thinking
- ✓ Work through the critical thinking process to build or analyze arguments Develop and evaluate explanations
- ✓ Improve key critical thinking skills, including active listening and questioning
- ✓ Use analytical thought systems and creative thinking techniques
- ✓ Prepare and present powerful arguments

CRM: An Introduction to Customer Relationship Management

Course Overview

This course will introduce the different facets of CRM and identify who the customers really are. It will also analyze the key components of CRM and explore how it can be integrated within an organization.

As with many significant undertakings, undergoing a CRM review (even simply considering its implementation) requires learners to analyze technical and complicated systems. This course sorts through a myriad of information and brings you the basics you need to make a decision about the need for CRM, its benefits, and how to coordinate the base requirements for a CRM undertaking.

Learning Objectives

- ✓ Demonstrate an understanding of the terms and benefits of CRM on a company's bottom line
- ✓ Analyze the different components of a CRM plan
- ✓ Develop a checklist for readiness and success in CRM
- ✓ Describe how CRM creates value for organizations and customers
- ✓ Consider developmental roles that have the greatest impact on CRM

Customer Service Training: Managing Customer Service

Course Overview

The need to lead, model, and promote the organizational values within a customer service environment is essential for business success. This course will provide you with opportunities to explore your responsibilities within your role as a leader (supervisor or manager) in a customer service environment.

Learning Objectives

- ✓ Identify ways to establish links between excellence in customer service and your business practices and policies
- ✓ Develop the skills and practices that are essential elements of a customer service-focused manager
- ✓ Recognize what employees are looking for to be truly engaged Recognize who the customers are and what they are looking for
- ✓ Develop strategies for creating engaged employees and satisfied customers in whatever business units you manage

Dealing With Difficult People

Course Overview

In this course you will learn how to manage situations involving difficult people at work, through lessons that include the benefits of confrontation, how to prevent problems, using emotional intelligence, how to manage anger, causes of difficult behavior, and a three-step conflict resolution model.

Learning Objectives

- ✓ Recognize how your own attitudes and actions affect others
- ✓ Find new and effective techniques for dealing with difficult people Learn some techniques for managing and dealing with anger
- ✓ Develop coping strategies for dealing with difficult people and difficult situations

CCLEARNING



Developing a Training Needs Analysis

Course Overview

The right training at the right time can make a huge difference in the productivity and profitability of your organization. Whether you are scanning your workplace for opportunities to make things better and training is the answer, or a client asks you to come into their organization and do an assessment, your answer is best framed in the form of a training needs analysis. Your ability to create an analysis that is comprehensive yet simply prepared is critical for it to be understood and acted upon. This course will help you to gather the information, assess the data, and present your suggestions for training or non-training solutions.

Learning Objectives

- ✓ Understand the value of creating a training needs analysis
- ✓ Apply the ICE method to assess the situation and build your training needs analysis
- ✓ Create a simple yet thorough training needs analysis for your organization or client

Developing Your Training Program

Course Overview

Training is an essential element of development in any organization. Being knowledgeable and continuing to learn throughout your career can make you a very valuable asset. We also know that training and orientation (or 'onboarding') for newly hired employees is a key factor in retention.

In order for training to be valuable, the person that designs and plans the training must have an excellent understanding of what the training objectives are. In addition, if the trainer is able to research the strategic objectives of the company providing the training to their staff, what resources are available, and what elements of those plans can enhance the training experience, the entire experience is much more meaningful. At the same time, if a trainer is aware of any barriers that training could present (such as trainees being on call during a session, having to spread training over a long period of time, or trainees who are not accustomed to theory or classroom types of presentations), then the trainer can present a much stronger program that is tailored specifically to the participants' needs.

This course is designed for a trainer who wants to develop training programs that are meaningful, practical, and will benefit both trainees and the organizations they work for.

Learning Objectives

- ✓ Describe the essential elements of a training program Apply different methodologies to program design
- ✓ Demonstrate skills in preparation, research, and delivery of strong content Explain an instructional model
- ✓ Be prepared to create a training program proposal

Digital Transformation

Course Overview

Digital transformation looks different for every business, but at its core, it means altering how a company operates with the addition of technology and with the goal of improving the customer experience and the workplace. This one-day course will teach you about digital transformation, and what companies in different industries are doing, as well as best practices so you can do it yourself.

Learning Objectives

- ✓ Define digital transformation
- ✓ Understand why it matters
- ✓ Pinpoint which businesses are succeeding and how they are doing it
- ✓ Get started on your own company's digital strategy

Disability Awareness: Working with People with Disabilities

Course Overview

This course aims to raise awareness about hiring people with disabilities in order to create a more inclusive work environment while leveraging the skills and knowledge that people with disabilities possess.

Learning Objectives

- ✓ Prepare to welcome people with disabilities into your workplace Interact with people with disabilities
- ✓ Identify and overcome barriers in the workplace
- ✓ Use respectful, appropriate, acceptable language in any circumstance
- ✓ Understand what your company can do during hiring and interviewing
- ✓ Understand what job accommodation is and how it applies in your workplace

Diversity Training: Celebrating Diversity in the Workplace

Course Overview

More than ever, a workplace is a diverse collection of individuals proud of who they are: their gender, their sexual orientation, their religion, their ethnic background, and all the other components that make an individual unique. One of the challenges for workplace leaders is how to help these diverse individuals work as a team.

We all know what happens to organizations that don't have effective teamwork: they fail. And, failing to embrace diversity can also have serious legal costs for corporations. This course will give you ways to celebrate diversity in the workplace while bringing individuals together.

Learning Objectives

- ✓ Describe what diversity and its related terms mean
- ✓ Explain how changes in the world have affected you and your view Identify your stereotypes
- ✓ Use terms that are politically correct and avoid those which are not
- ✓ Apply the four cornerstones of diversity
- ✓ Avoid the pitfalls related to diversity
- ✓ Use a technique for dealing with inappropriate behavior Develop a management style to encourage diversity
- ✓ Take action if you or one of your employees feels discriminated against

E-Commerce Management

Course Overview

As the global Internet population continues to grow, electronic commerce is growing as well. By the end of 2015, e-commerce is expected to generate over \$400 billion annually. This huge market encompasses traditional e-commerce, as well as m-commerce (which is growing faster than any other sector) and location-based e-commerce.

This course will teach entrepreneurs how to develop, market, and manage an e-commerce business, giving them a crucial advantage in today's competitive market.

Learning Objectives

- ✓ Describe what the terms e-commerce and m-commerce mean
- ✓ Develop an e-commerce business plan
- ✓ Evaluate e-commerce software options
- ✓ Build an online store with product pages, supporting features, a shopping cart, and an effective checkout process
- ✓ Test, launch, and update your e-commerce site Design engaging, responsive web content
- ✓ Understand e-commerce payment options and choose appropriate options for your site
- ✓ Use appropriate tools to track key e-commerce metrics

- ✓ Identify and optimize supporting e-commerce activities, such as customer service, sales, and inventory management
- ✓ Create a marketing plan with all the essential elements
- ✓ Market your online store using social media and other appropriate channels Use discounts and promotions to market your e-commerce business Understand what security and privacy issues face e-commerce businesses and handle customers' information accordingly
- ✓ Protect your intellectual property
- ✓ Identify the rules and regulations that will govern your e-commerce businesses

Effective Planning and Scheduling

Course Overview

As project managers and leads, we all know how difficult it can be to accurately determine the duration of a project, yet that is exactly what is expected of us on a regular basis. This course will not disclose the secret of creating an accurate schedule, because there isn't one. However, it will provide the factors and fundamental elements that you should consider and address when creating any type of schedule.

Learning Objectives

- ✓ Define and create a Work Breakdown Structure Identify and understand task relationships
- ✓ Estimate task durations and determine project duration
- ✓ Construct a network diagram
- ✓ Calculate the critical path of a project
- ✓ Use the Program Evaluation and Review Technique (PERT) to create estimates Plan for risks
- ✓ Create a communication plan
- ✓ Effectively allocate project resources
- ✓ Update and monitor the project schedule

Emotional Intelligence

Course Overview

Emotional intelligence, also called EQ, is the ability to be aware of and to manage emotions and relationships. It's a pivotal factor in personal and professional success. IQ will get you in the door, but it is your EQ, your ability to connect with others and manage the emotions of yourself and others, that will determine how successful you are in life. We have all worked with and listened to brilliant people. Some of them were great and... well, some were not so great. The mean and the meek and all those in between can teach us more than they realize. When we look at the truly extraordinary people who inspire and make a difference you will see that they do this by connecting with people at a personal and emotional level. What differentiated them was not their IQ but their EQ – their emotional intelligence. This course will help you develop your emotional intelligence.

Learning Objectives

- ✓ Understand what emotional intelligence means
- ✓ Recognize how our emotional health and physical health are related Learn techniques to understand, use, and appreciate the role of emotional intelligence in the workplace
- ✓ Understand the different emotions and how to manage them Create a personal vision statement

- ✓ Understand the difference between optimism and pessimism Validate emotions in others

Encouraging Sustainability and Social Responsibility in Business

Course Overview

The ideas behind encouraging sustainability and social responsibility in business seem noble, as organizations commit to creating optimal circumstances for people to live and work. The reality is that every company, whether it is a micro-business or a large multinational corporation, can take steps to create sustainable, socially responsible environments that contribute to positive workplaces, communities, and futures.

Learning Objectives

- ✓ Define sustainability and social responsibility
- ✓ Discuss the principles of social responsibility in business
- ✓ Apply the principles of sustainability and social responsibility in the context of ISO 26000
- ✓ Develop a program for sustainability and social responsibility in business

Entrepreneurship 101

Course Overview

Start your entrepreneurial journey on the right foot with Entrepreneurship 101. This comprehensive, customizable three-day course teaches the basics of entrepreneurship

Learning Objectives

- ✓ What It Takes to Make It
- ✓ Resources to Consider
- ✓ Laying the Groundwork
- ✓ Building On Your Business Idea
- ✓ Business Ownership Options
- ✓ Key Documents to Prepare
- ✓ Gathering Funding
- ✓ Developing Your Product
- ✓ Creating a Sales and Marketing Strategy
- ✓ Branding 101
- ✓ Setting Up Your Office
- ✓ Keeping the Business Moving
- ✓ Being an Entrepreneurial Leader
- ✓ Bringing It All Together

Facilitation Skills

Course Overview

It is impossible to be part of an organization today and not attend meetings. Staff meetings, project meetings, and planning and coordinating meetings all take time.

There has been a growing realization that we have to pay attention to the process elements of meetings if we want them to be effective. With its focus on asking rather than telling, and listening to build consensus, facilitation is the new leadership ideal, the core competency everybody needs. Managers and supervisors are often asked to facilitate rather than instructor manage their meetings and training sessions.

How can you facilitate, rather than control, group decision-making and team interaction? With no formal training, people may find it difficult to make the transition from instructors or managers to facilitators.

This course has been created to make core facilitation skills better understood and readily available for your organization. It represents materials and ideas that have been tested and refined over twenty years of active facilitation in all types of settings.

Learning Objectives

- ✓ Distinguish facilitation from instruction and training
- ✓ Identify the competencies linked to effective small group facilitation Understand the difference between content and process
- ✓ Identify the stages of team development and ways to help teams through each stage
- ✓ Use common process tools to make meetings easier and more productive


Generation Gap: Closing the Generation Gap in the Workplace

Course Overview

There are currently five generations in the workforce. Only a few short years ago employers who were expecting to be faced with mass retirements are now looking at accommodating workers who cannot afford to retire, or are simply healthy and happy enough they'd like to stay at work. However, the labor force continues to put in hard work and lots of strategy to find the right people to fill vacancies and to be able to serve their customers.

This course examines the history and reality of the generation gap, especially for recruiters and succession planning. In it, we will explore whether defining the actual limits of each generation is most important, or whether the merits of people within the context of employment is the bigger issue. After all, understanding others helps us to understand ourselves and to manage the people that we work with. We will also explore problems, solutions, and strategies to help overcome issues of the generation gap.

Learning Objectives

- ✓ Identify where the generation gap issue surfaces, and the impact it has on the modern workforce
 - ✓ Describe and apply language that is specific to each generation currently in the workplace
 - ✓ Explore organization strategies that overcome gap issues
 - ✓ Evaluate the need and effectiveness of recruiting, retention, and succession plans in context of the generation gap
- 

Getting Started with Microsoft 365

Course Overview

Getting Started with Microsoft 365 is intended to introduce users to Microsoft 365 and get started with basic tasks. They will become familiar with the apps and services included in a business subscription, file storage with OneDrive, and how to manage users, domains, and security.

By the end of this course, users should be comfortable with logging into and out of their accounts and modifying basic account settings. They will become familiar with the apps and services available in their subscription and how to communicate with others using OneDrive, as well as perform administrative tasks (such as managing users and groups within Microsoft 365), manage domains, and use the Security and Compliance Center.

Learning Objective

Lesson 1: Getting Started

- ✓ About Microsoft 365
- ✓ Navigating Your Account
- ✓ Finding Help and Changing Settings
- ✓ Using Desktop Office Apps

Lesson 2: Your Subscription Package

- ✓ Included Apps
- ✓ Included Services

Lesson 3: File Storage and Collaboration

- ✓ Getting Started with OneDrive for Business
- ✓ Collaborating Using OneDrive for Business
- ✓ Using Delve

Lesson 4: Managing Users

- ✓ Getting Started as an Administrator
- ✓ Managing Users
- ✓ Managing Groups
- ✓ Managing Resources

Lesson 5: Managing Security

- ✓ Managing Domains
- ✓ Security and Compliance

Global Business Strategies

Course Overview

Opportunities to take a regional business into the global market make it possible to strategically, smartly, and profitably accomplish more than you can by staying local. To prepare, you need to set your business up for success by being open to learning, to applying new ideas, and to continually reviewing how you can create success in the global market.

Topics such as trade financing, regulatory considerations, international business planning, sustainability, and much more are included in this course. The materials here are well suited for small and medium sized business leaders as they prepare to take their company into the global marketplace.

Learning Objectives


- ✓ Describe the complexities of doing business in a global context Discuss trends in global business
- ✓ Apply strategies and tools needed to help shift a regional business into a global enterprise
- ✓ Closely evaluate your current business operation and determine its readiness for moving into a global marketplace
- ✓ Create an international business plan and prepare it for implementation

Goal Setting

Course Overview

We all have things we want in life. The route to success is to take the things that we dream about and wish for and turn them into reality. This course will lead students through thinking, planning, and taking action on the things they really want. They will learn ways to ensure that they get where they want to go in life.

Learning Objectives

- ✓ Identify what's important to you in your life
 - ✓ Use goal setting activities and appropriate language to articulate what you want in your life
 - ✓ Explain what your dreams and goals are for both the short and long term
 - ✓ Use motivating techniques to help you reach your goals
 - ✓ Understand how to deal with setbacks
- 

Hiring for Success: Behavioral Interviewing Techniques

Course Overview

Interviewing sounds easy enough: you arrange for a conversation between you and potential candidates, and then select the best person for a particular position. But what if you could refine the process in such a way that you were confident that you are selecting the right person? How do you separate the good from the great, when they have similar work experience and strengths to offer? This course will give you the skills and tools to hire successful candidates.

Learning Objectives

- ✓ Recognize the costs incurred by an organization when a wrong hiring decision is made
- ✓ Develop a fair and consistent interviewing process for selecting employees
- ✓ Prepare better job advertisements and use a variety of markets
- ✓ Be able to develop a job analysis and position profile

- ✓ Use traditional, behavioral, achievement oriented, holistic, and situational (critical incident) interview questions
- ✓ Enhance communication skills that are essential for a skilled recruiter
- ✓ Effectively interview difficult applicants
- ✓ Check references more effectively
- ✓ Understand the basic employment and human rights laws that can affect the hiring process

Human Resources Training: HR for the Non-HR Manager

Course Overview

In today's fast-moving world, many managers and supervisors are expected to deal with some human resource issues. They may be asked to take part in developing job descriptions, take part in interviews, or take responsibility for discipline. This course will introduce those managers to human resource concepts. We will walk you through the hiring process, from performing a skills inventory to conducting the interview; discuss orientation; and cover some issues that arise after the hiring (such as diversity issues, compensation, and discipline).

Learning Objectives

- ✓ Discuss current issues in the human resource field and the changing role of supervisors and managers in terms of HR functions Write job specifications and identify core competencies
- ✓ Apply methods of finding, selecting, and keeping the best people using behavioral description interviewing techniques
- ✓ Get new employees off to a good start
- ✓ Understand compensation and benefits
- ✓ Maintain healthy employee relations
- ✓ Make performance appraisals a cooperative process

Intermediate Project Management

Course Overview

Project management is not just restricted to certain industries, or to individuals with certification as a project manager. Lots of us are expected to complete assignments that are not a usual part of our job, and to get the job done well, within our budget, and on time.

This course is intended for those who understand the conceptual phase of a project's life cycle, including setting goals, creating a vision statement, and creating the Statement of Work. This course will take you through the remaining three stages: planning, execution, and termination.

Learning Objectives

- ✓ Identify your project's tasks and resources
- ✓ Order tasks using the Work Breakdown Structure Schedule tasks effectively
- ✓ Use basic planning tools such as a Gantt chart, PERT diagram, and network diagram
- ✓ Prepare a project budget
- ✓ Modify the project budget and schedule to meet targets
- ✓ Identify and manage risks
- ✓ Prepare a final project plan
- ✓ Execute and terminate a project
- ✓ Develop and manage a change control process

Intrapreneurship

Course Overview

Intrapreneurship has been described as a great way to make beneficial changes to your organization. People can choose to continue with the status quo, or they can work to make a difference in the lives of themselves and others within the company.

Who wants to feel empowered and recognized for their innovative and creative ideas? Who wants to make a difference? If you answered yes to these questions, then this course will help you become energized and ready to push your ideas forward. After you complete this course, you will have ways to get started and implement your plans.

Learning Objectives

- ✓ Understand the importance of intrapreneurship in today's economy
- ✓ Identify the characteristics of an intrapreneur and assess your own strengths
- ✓ Create an intrapreneurial team within your organization
- ✓ Understand the process of intrapreneurship
- ✓ Develop a new product or process idea
- ✓ Understand the importance of a sales strategy
- ✓ Create a start-up financial statement

Kick-starting Your Business with Crowdsourcing

Course Overview

Smart entrepreneurs and business professionals are doing more with less using crowdsourcing. The one-day Kickstarting Your Business with Crowdsourcing training package covers all the essentials of the major types of crowdsourcing: microwork, macrowork, crowdvoting, crowdcontests, crowdwisdom, and crowdfunding. Participants will learn about each type of crowdsourcing as well as the general crowdsourcing process, the most popular crowdsourcing platforms, and ways to engage the crowd.

Learning Objectives

- ✓ What Is Crowdsourcing?
- ✓ The Crowdsourcing Process
- ✓ Choosing Your Crowdsourcing Platform
- ✓ Types of Crowdsourcing
- ✓ Social Media and Crowdsourcing
- ✓ Engaging the Crowd
- ✓ Test Driving

Knowledge Management

Course Overview

Understanding how to manage the knowledge within your organization is the key to business success. Mismanagement of organizational knowledge comes with a price: frustrated employees, angry customers, and decreased productivity. All of these things can affect our business' bottom line. The purpose behind knowledge management is to help us bridge organizational gaps and to use our greatest asset (our knowledge) to take our business performance to the next level. The theory of knowledge management has emerged to help us harness and enhance both the individual and collective brain power of our businesses. This course will introduce you to knowledge management tips, techniques, and proven processes.

Learning Objectives

- ✓ Define knowledge and knowledge management
- ✓ Explain the difference between explicit and tacit knowledge Identify various knowledge management theoretical models
- ✓ Explain how a properly implemented knowledge management program can improve efficiency
- ✓ Describe the steps for employing a new knowledge management program in an organization
- ✓ Identify the required components for implementing a knowledge management framework within an organization

Leadership Skills for Supervisors

Course Overview

Supervisors are the crucial interface between the employee on the shop floor or the service desk and the managers of the organization. Although they often have more technical experience than the employees they supervise, some may not have a lot of leadership experience. This one-day course will provide the skills in communication, coaching, and managing conflict that are necessary for success.

Learning Objectives

- ✓ Learn ways to prioritize, plan, and manage your time Identify your primary leadership style
- ✓ Develop some flexibility to use other leadership styles
- ✓ Determine ways you can meet the needs of employees and co-workers through communication and coaching
- ✓ Explore ways to make conflict a powerful force for creative, well-rounded solutions to problems

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Managing the Virtual Workplace

Course Overview

Virtual workers and virtual teams are an essential part of today's workforce. More than ever, people are using technology to work anywhere, anytime.

There are big benefits to today's virtual workplace, but there can be big challenges, too. This course will teach managers and supervisors how to prepare employees for the virtual workplace, create telework programs, build virtual teams, leverage technology, and overcome cultural barriers.

Learning Objectives

- ✓ Create a virtual workplace strategy
- ✓ Develop, implement, and maintain telecommuting programs
- ✓ Build a virtual team and lead them to success
- ✓ Plan and lead virtual meetings
- ✓ Use technology to support your virtual workplace
- ✓ Overcome cultural barriers when leading virtual teams
- ✓ Develop your virtual leadership skills

Marketing and Sales

Course Overview

A small marketing budget doesn't mean you can't meet your goals and business objectives. You just have to be more creative in your marketing tactics. This course will show you how to get maximum exposure at minimum cost. You will learn effective, low-cost, and non-cost strategies to improve sales, develop your company's image, and build your bottom line.

Learning Objectives

- ✓ Recognize what we mean by the term "marketing"
- ✓ Discover how to use low-cost publicity to get your name known Know how to develop a marketing plan and a marketing campaign
- ✓ Use your time rather than your money to market your company effectively Understand how to perform a SWOT analysis

Marketing for Small Businesses

Course Overview

Marketing is about getting your business known and building your position within the marketplace. Small businesses don't always have a big budget for marketing, so they have to do things a little differently than big business in order to grow their presence, increase results, and meet business goals. This course will help small business owners and managers develop their marketing message, create a marketing plan, and apply the right strategies.

Learning Objectives

- ✓ Describe the essential elements of a marketing plan, no matter the size of the business
- ✓ Apply tools and strategy to create a marketing plan that supports the growth of your small business
- ✓ Use six steps to create, implement, and review a marketing plan Leverage the best of Internet and social media marketing

Marketing with Social Media

Course Overview

Social media remains an evolving aspect of our daily lives in addition to being a part of our businesses. This course is designed for people who have some familiarity with social media already. Participants will learn to develop a social media marketing plan as a part of their overall marketing strategy, determine who should be on their team, and choose how they will measure what is taking place. In addition, we will explore some of the major social media sites and look at how specialty sites and social media management tools can take their social media marketing to the next level.

Learning Objectives

- ✓ Describe the value of social media to your marketing plan Create and launch a social media marketing plan
- ✓ Select the right resources for a social media marketing team
- ✓ Define how to use social media to build an internal community
- ✓ Use metrics to measure the impact of a social media plan
- ✓ Manage difficult social media situations
- ✓ Describe features of some of the key social media sites, including Facebook, LinkedIn, and Twitter
- ✓ Decide whether a blog adds value to a social media plan
- ✓ Speak about specialty sites and social medial management tools
- ✓ Stay on top of social media trends and adjust your plan as the online world evolves

Motivation Training: Motivating Your Workforce

Course Overview

It's no secret that employees who feel they are valued and recognized for the work they do are more motivated, responsible, and productive. This course will help supervisors and managers create a more dynamic, loyal, and energized workplace. It is designed specifically to help busy managers and supervisors understand what employees want, and to give them a starting point for creating champions.

Learning Objectives

- ✓ Identify what motivation is
- ✓ Describe common motivational theories and how to apply them
- ✓ Learn when to use different kinds of motivators
- ✓ Create a motivational climate
- ✓ Design a motivating job

Negotiating for Results

Course Overview

Negotiating is about resolving differences. People who can master the process of negotiation find they can save time and money, develop a higher degree of satisfaction with outcomes at home and at work, and earn greater respect in their communities when they understand how to negotiate well.

Negotiating is a fundamental fact of life. Whether you are working on a project or fulfilling support duties, this course will provide you with a basic comfort level to negotiate in any situation. This course includes techniques to promote effective communication and gives you techniques for turning face-to-face confrontation into side-by-side problem solving.

Learning Objectives

- ✓ Understand how often we all negotiate and the benefits of good negotiation skills Recognize the importance of preparing for the negotiation process, regardless of the circumstances
- ✓ Identify the various negotiation styles and their advantages and disadvantages
- ✓ Develop strategies for dealing with tough or unfair tactics
- ✓ Gain skill in developing alternatives and recognizing options
- ✓ Understand basic negotiation principles, including BATNA, WATNA, WAP, and the ZOPA

Networking for Success

Course Overview

Business networking is an effective and efficient way for business people to connect, develop meaningful relationships, and grow their businesses. In this two-day, interactive Networking for Success course, you'll learn the essential ingredients for business networking, including in-person, people-centered connections, and online spaces such as LinkedIn.

This course also offers sessions on business card etiquette, growing relationships, mastering small talk and conversation, a discussion of introverts and extroverts, and more.

Learning Objective

- ✓ Assessing Your Networking Skills
- ✓ Identifying Opportunities and Customizing Your Approach
- ✓ Creating a Positive First Impression
- ✓ Your Memorable Intro
- ✓ Starting the Conversation
- ✓ The Handshake
- ✓ Business Cards
- ✓ Handling Tough Situations
- ✓ Following Up
- ✓ Organizing Your Network
- ✓ Leveraging the Internet

Orientation Handbook: Getting Employees Off to a Good Start

Course Overview

Topics explored in this course include how important an orientation program is to an organization in terms of engagement, retention, and fiscal responsibility; identifying the role of the human resources department in orientation; exploring the commitment curve; determining critical elements of effective employee training; helping employees settle into their new environment and establishing relationships; and considering the value of an employee handbook for new and existing employees.

Learning Objectives

- ✓ Finding, Hiring, and Keeping Good People
- ✓ Building Employee Commitment and Engagement
- ✓ Perception
- ✓ Fast-Track Orientation
- ✓ Designing a Successful Orientation Program
- ✓ Characteristics of a Successful Orientation Process
- ✓ The Commitment Curve
- ✓ Nine Orientation Habits of World-Class Employers
- ✓ Obtaining Buy-In
- ✓ Employee Training
- ✓ Adult Learning

- ✓ Working with External Providers
- ✓ Helping People Make Connections
- ✓ Creating Employee Manuals
- ✓ A Bridge to Onboarding

CLEARNING



Performance Management: Managing Employee Performance

Course Overview

Inspiring someone to be their best is no easy task. Just how do you manage for optimum performance? How do you create a motivating environment that encourages people to go beyond their best? This course will give you some of those skills.

Learning Objectives

- ✓ Understand the role of goal setting in performance management Have tools to help your employees set and achieve goals
- ✓ Have a three-phase model that will help you prepare employees for peak performance, activate their inner motivation, and evaluate their skills Have a better knowledge of motivational tools and techniques

Problem Solving and Decision Making

Course Overview

We make decisions and solve problems continually. We start making decisions before we even get out of bed (shall I get up now or not?). Sometimes, we will have made as many as 50 decisions by the time we leave for work. Despite all the natural decision making that goes on and the problem solving we do, some people are very uncomfortable with having to make decisions. You may know someone who has a hard time making decisions about what to eat, never mind the internal wrestling they go through in order to take on major decisions at work.

Likewise, we've probably all looked at a solution to something and said, "I could have thought of that." The key to finding creative solutions is not just creativity, although that will certainly help. The answer rests in our ability to identify options, research them, and then put things together in a way that works. Having a process to work through can take the anxiety out of problem solving and make decisions easier. That's what this course is all about.

Learning Objectives

- ✓ Apply problem solving steps and tools
- ✓ Analyze information to clearly describe problems Identify appropriate solutions
- ✓ Think creatively and be a contributing member of a problem solving team Select the best approach for making decisions
- ✓ Create a plan for implementing, evaluating, and following up on decisions Avoid common decision-making mistakes

Process Improvement with Gap Analysis

Course Overview

Charles Kettering, an inventor for General Motors, once said, “A problem well-stated is half-solved.” The gap analysis tool can help you define problems and identify areas for process improvement in clear, specific, achievable terms. It can also help you define where you want to go and how you are going to get there.

This course will give you the skills that you need to perform an effective gap analysis that will solve problems, improve processes, and take your project, department, or organization to the next level.

Learning Objectives

- ✓ Define the term “gap analysis”
- ✓ Identify different types of gap analyses
- ✓ Perform all stages of the gap analysis process
- ✓ Create a gap analysis report

Project Management Fundamentals

Course Overview

Project management isn't just for construction engineers and military logistics experts anymore. Today, in addition to the regular duties of your job, you are often expected to take on extra assignments, and to get that additional job done well, done under budget, and done on time.

This course is not intended to take you from a supervisory or administrative position to that of a project manager. However, these topics will familiarize you with the most common terms and practices in terms of working on projects.

Learning Objectives

- ✓ Describe what is meant by a project
- ✓ Explain what project management means
- ✓ Identify benefits of projects
- ✓ Identify the phases of a project's life cycle
- ✓ Sell ideas and make presentations related to pitching a project
- ✓ Prioritize projects
- ✓ Begin conceptualizing your project, including goals and vision statements
- ✓ Use project planning tools
- ✓ Contribute to creating a Statement of Work

Project Management: All You Need to Know

Course Overview

Project management is no longer only for mega projects worth hundreds of thousands of dollars. Small projects can benefit from project management tools. These time tested tools can help you to get that small project done well, done under budget, and done on time. This workshop is not intended for those looking to be certified as project managers but rather for those who complete projects at work from time to time.

In this course, you will gain experience using the most common project management execution tools from Project Tracking Forms, Risk Monitoring Tables to Communications Plans, Change Request Forms, Issues Logs and Lessons Learned Forms. Your small projects will be more successful than ever!

Learning Objectives

- ✓ Understand what is meant by a project.
- ✓ Know how to use simple tools to keep your project on track and on task while identifying risks.
- ✓ Be able to develop a simple small project communications plan.
- ✓ Understand simple tools to manage change and issues in your small project.
- ✓ Know how to conduct an effective status meeting.
- ✓ Be able to close out a project and determine lessons learned.

Project Planning: All You Need to Know

Course Overview

Project management is no longer only for mega projects worth hundreds of thousands of dollars. Small projects can benefit from project management tools. Statements of Work, Work and Resource Breakdown Structures and Project Planning documents can help you to get that small project done well, under budget, and on time. This workshop is not intended for those looking to be certified as project managers but rather for those who complete projects at work from time to time.

In this course, you will gain experience using the most common project management planning tools and will completely plan a case study project from Statement of Work through Work and Resource Breakdown, Scheduling and end up with a completed Project Planning Worksheet. Your small projects will be more successful than ever!

Learning Objectives

- ✓ Understand what is meant by a project
- ✓ Distinguish between a Project Charter and Statement of Work (SOW)
- ✓ Use a SOW to begin project planning
- ✓ Create a Work Breakdown Structure to determine tasks needed to complete a small project
- ✓ Create a project schedule based on project tasks and resources
- ✓ Create a Resource Breakdown Structure to determine specific resources needed to complete a small project
- ✓ Complete a Project Planning Worksheet to act as a touchstone for project completion

Project Management Training: Understanding Project Management

Course Overview

Project management isn't just for construction engineers and military logistics experts anymore. Today, in addition to the regular duties of your job, you are often expected to take on extra assignments and to get that additional job done well, done under budget, and done on time. This course is not intended to take you from a supervisory or administrative position to that of a project manager. However, this course will familiarize you with the most common terms and the most current thinking about projects.

In this course, we will walk you through the nuts and bolts of project management, from setting priorities to controlling expenses and reporting on the results. You may still have to cope with the unexpected, but you'll be better prepared.

Learning Objectives

- ✓ Understand what is meant by a project
- ✓ Recognize what steps must be taken to complete projects on time and on budget Have a better ability to sell ideas and make presentations
- ✓ Know simple techniques and tools for planning and tracking your project Have methods for keeping the team focused and motivated

Risk Management

Course Overview

Risk management has long been a key part of project management and it has also become an increasingly important part of organizational best practices. Corporations have realized that effective risk management can not only reduce the negative impact of crises; it can provide real benefits and cost savings. The risk management framework provided in this course is flexible enough for any organization. You can apply it to a single project, a department, or use it as a basis for an enterprise-wide risk management program.

Learning Objectives

- ✓ Define risk and risk management
- ✓ Describe the COSO ERM cube and ISO 31000 Establish a risk management context
- ✓ Describe the 7 R's and 4 T's that form the framework of risk management activities
- ✓ Design and complete a basic risk assessment
- ✓ Determine the appropriate response to risks and create a plan for those responses
- ✓ Describe the key components of reporting, monitoring, and evaluation of a risk management program

Safety in the Workplace

Course Overview

Workplace accidents and injuries cost corporations millions of dollars and thousands of hours lost every year. They also have a profound, often lifelong impact on workers. Introducing a safety culture into your organization, where safety is valued as an integral part of the business's operation, not only saves the business time and money, it also builds a committed, loyal, healthy workforce. This course will give you the foundation to start building your safety culture.

Learning Objectives

Understand the difference between a safety program and a safety culture
Use resources to help you understand the regulations in your area
Launch a safety committee
Identify hazards and reduce them
Apply hiring measures that can improve safety Explain what a safety training program will involve
Identify groups particularly at risk for injury and know how to protect them
Help your organization write, implement, and review a safety plan
Respond to incidents and near misses
Understand the basics of accident investigation and documentation

Six Sigma: Entering the Dojo

Course Overview

Six Sigma is a set of qualitative and quantitative quality tools that can help a business improve their processes. The efficiency built into the business processes brings about improved profits, confidence and quality. Ultimately this effort is there to ensure customer satisfaction.

The term Six Sigma comes from statistics to indicate that the process outputs fall within three standard deviations from the center (expected value) giving a range of six standard deviations (or 6 sigma- 6σ). As a result in terms of individual outputs it means you would have 3.4 defects per million items.

This course is designed to introduce students to basic concepts of Six Sigma particularly in continuous process improvement. Various quality tools used in process improvements will be explored as well as the importance of customer relationships. Courses in Lean, quality and teams will provide knowledge on the other aspects of how Six Sigma works. It is a predecessor to studies in Six Sigma Yellow, Green and Black Belt.

Learning Objectives

- ✓ Understand the Basics of Six Sigma.
- ✓ Describe the seven quality tools to solve process problems.
- ✓ Describe the various quality management tools.
- ✓ Describe incremental and breakthrough improvements and understand the methodologies of continuous improvement projects.
- ✓ Describe the importance of customer relationships in a quality organization.

Skills for the Administrative Assistant

Course Overview

Work is not the only thing that matters in life, but most of us want to take pride in what we do. While we don't have to like the people we work with, or report to, at the very least we should be able to interact positively with them. The biggest influence on our job satisfaction is our relationship with others.

Our work should not be a burden to us and our offices shouldn't be battlefields. We are human beings working with other human beings. This course is about working to the best of your abilities, and encouraging the best in those who work with you, or for you.

Learning Objectives

- ✓ Understand the importance of professional presence on the job Learn how to self-manage to become more effective and efficient
- ✓ Improve your communications skills, including listening, questioning, and being more assertive
- ✓ Increase your effectiveness in recognizing and managing conflict, and dealing with difficult people

Skills You Need for Workplace Success

Course Overview

There have been a number of studies that identify the key skills that workers need to be successful. Various studies call them different things - critical employability skills, soft skills, or transferrable skills. Regardless of the name these skills are critical for workplace success. Eight of the most commonly identified skills are: Being a Productive Team Member, Flexibility, Problem Solving, Resourcefulness, Giving and Receiving Feedback, Self-Confidence, Creative Thinking and Emotional Intelligence. Many of us possess one or more of these attributes already and perhaps all of them. Luckily these skills can be improved upon through training.

This course looks to take you from where you are now to a new level of understanding for the key skills that will help to make you successful at work.

Learning Objectives

- ✓ Know your own team member roles and responsibilities.
- ✓ Understand ways to be an effective team member.
- ✓ Know how it feels to experience change and know your level of change tolerance.
- ✓ Understand ways to be flexible in times of change.
- ✓ Know what a problem is and ways to approach problem solving.
- ✓ Recognize the self-fulfilling prophecy and its relevance to their work.
- ✓ Appreciate the variety of behaviors that characterize resourcefulness in the workplace.
- ✓ Identify tips to giving and receiving feedback.
- ✓ Realize the uses of feedback to increase their strengths as leaders in the workplace.
- ✓ Recognize self-confident behaviors in the workplace.
- ✓ Utilize a three-step process to building your own self-confidence.
- ✓ Apply a number of group methods for creative thinking.
- ✓ Recount the history of social and emotional intelligence theory.
- ✓ Define Daniel Goleman's five sets of social and emotional competencies and correlate them to workplace experiences.

Strategic Planning

Course Overview

If you and the people who work with you don't understand where the company is going, they may all develop their own priorities and actually prevent you from getting where you need to be. Part of getting everyone on board is creating a strategic plan complete with the organization's values, vision, and mission. Then, there's the challenge of bringing these principles to life in a meaningful way that people can relate to. This course will help you describe what you want to do and get people where you want to go.

Learning Objectives

- ✓ Identify the values that support the company Define the vision for the company
- ✓ Write a mission statement that explains what the company's purpose is Complete meaningful SWOT analyses
- ✓ Apply tools and techniques to create a strategic plan that directs the organization from the executive to the front line
- ✓ Implement, evaluate, and review a strategic plan
- ✓ Identify how related tools, such as the strategy map and balanced scorecard, can help you develop a strategic plan

Stress Management

Course Overview

Today's workforce is experiencing job burnout and stress in epidemic proportions. Workers at all levels feel stressed out, insecure, and misunderstood. Many people feel the demands of the workplace, combined with the demands of home, have become too much to handle. This course explores the causes of such stress, and suggests general and specific stress management strategies that people can use every day.

Learning Objectives

- ✓ Understand that stress is an unavoidable part of everybody's life
- ✓ Recognize the symptoms that tell you when you have chronic stress overload Change the situations and actions that can be changed
- ✓ Deal better with situations and actions that can't be changed
- ✓ Create an action plan for work, home, and play to help reduce and manage stress



Successfully Managing Change

Course Overview

None of us can escape change, therefore it is well worth developing strategies to manage it! Because everyone has to manage change, having tools to help embrace it lead to the best outcomes. Successfully Managing Change includes the stages and pace of change, dealing with resistance, adaptive strategies, approaching change as an opportunity for growth, and more.

Learning Objectives

- ✓ Accept there are no normal or abnormal ways of reacting to change, but that we must start from where we are.
- ✓ See change not as something to be feared and resisted but as an essential element of the world to be accepted.
- ✓ Understand that adapting to change is not technical but attitudinal. Change is not an intellectual issue but one that strikes at who you are.
- ✓ Recognize that before we can embrace the way things will be, we may go through a process of grieving, and of letting go of the way things used to be. See change as an opportunity for self-motivation and innovation.
- ✓ Identify strategies for helping change to be accepted and implemented in the workplace.

Team Building: Developing High Performance Teams

Course Overview

Success as a manager is heavily influenced by how well your team operates and what kind of results they achieve. Is your team able to solve problems? Can they resolve conflict? Are they enthusiastic and motivated to do their best? Do they work well together?

This course is designed for students who want to develop their team leadership skills and unleash the talent of their individual team members.

Learning Objectives

- ✓ Identify different types of teams
- ✓ Build teamwork by recognizing and tapping into the twelve characteristics of an effective team
- ✓ Promote trust and rapport by exploring your team player style and how it impacts group dynamics
- ✓ Recognize the key elements that move a team from involvement to empowerment and how to give these elements to your team
- ✓ Develop strategies for dealing with team conflict and common problems
- ✓ Understand how action planning and analysis tools can help your team perform better

The Minute Taker's Workshop

Course Overview

No matter who you are or what you do, whether at work or in the community, you are likely involved in meetings. Meetings are costly, whether they are held in a company boardroom or at the local coffee shop. To ensure that meetings are productive and worth the expense involved, three ingredients are necessary: an assurance of closure, a strong chair or leader, and accurate minutes. It has been said that if accurate minutes have not been recorded, then the meeting may just as well not have taken place.

If people can't remember or agree on what actually occurred at a meeting, how can the group effectively accomplish its objectives? After this course, you will understand your role as a minute-taker and the best techniques for producing minutes that include all the essential information needed.

Learning Objectives

- ✓ Recognize the importance of minute-taking
- ✓ Develop key minute-taking skills, including listening skills, critical thinking, and organization
- ✓ Be able to resolve many of the complaints that affect minute-takers
- ✓ Be able to write minutes that are suitable for formal meetings, semiformal meetings, and action minutes
- ✓ Be an efficient minute-taker in any type of meeting Be able to prepare and maintain a minute book

The Practical Trainer

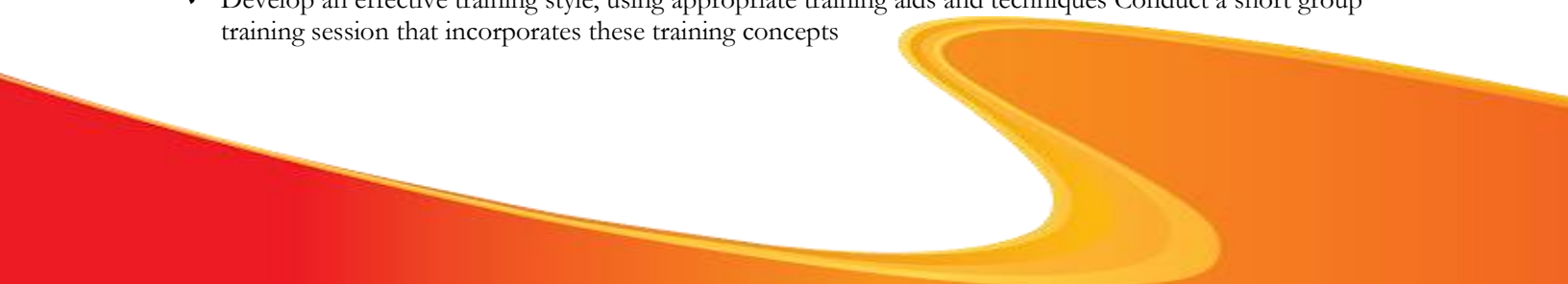
Course Overview

Most people who call themselves trainers today probably didn't start out to be trainers. They often work in a field where they develop extensive knowledge and then are asked to share what they know. Many trainers have some experience with teaching, writing, or leadership, although they come from nearly every field.

As such, people who work as trainers are often put into difficult situations without much understanding of what training is or how to do it well. We know that being a good trainer is the result of developing skills to bring information to an audience. This information will then engage, empower, and encourage continued learning and development.

This course will give you the skills that you need so that your students not only learn, but also enjoy the process, retain information shared, and use their new skills back in the workplace.

Learning Objectives

- ✓ Recognize the importance of considering the participants and their training needs, including the different learning styles and adult learning principles
 - ✓ Know how to write objectives and evaluate whether these objectives have been met at the end of a training session
 - ✓ Develop an effective training style, using appropriate training aids and techniques Conduct a short group training session that incorporates these training concepts
- 

Time Management

Course Overview

Time is money, the saying goes, and lots of it gets lost in disorganization and disruption. We also deal with a constant barrage of technology, people, and tasks that can contribute to that disorganization. Many people find that they flit from one task to another, trying to get everything done, but often falling short. You will learn how to make the most of your time by getting a grip on your workflow and office space, using your planner effectively, and delegating some of your work to other people.

In this course you will learn how to make the most of your time by getting a grip on your workflow and office space, using your planner effectively, and delegating some of your work to other people.

Learning Objectives

- ✓ Better organize yourself and your workspace for peak efficiency.
- ✓ Understand the importance of, and the most useful techniques for, setting and achieving goals.
- ✓ Plan and schedule your time efficiently.
- ✓ Learn how to set priorities.
- ✓ Discover the ingredients for good decision-making.
- ✓ Learn what to delegate and how to delegate well.
- ✓ Take control of things that can derail your workplace productivity.
- ✓ Create order and get organized.
- ✓ Manage your workload.

Transgender Employees: Creating an Inclusive Work Community

Course Overview

A safe, inclusive workplace in many jurisdictions is not just the law; it is a goal of every employee and company that values the contributions, well-being, and productivity of everyone in the organization. In society today, individuals are of many personal communities. In addition to heterosexual or 'straight' there is also LGBTQ2 – Lesbian, Gay, Bisexual, Transgendered, Queer, and 2, for two-spirited: an aboriginal concept of two sexualities within one body. 'Trans', however, refers to gender identity, whereas the other terms describe sexual orientation. The importance of understanding terms of identification is critical to creating and maintain a safe workplace.

Transgender Employees: Creating an Inclusive Community is a course to introduce the importance and elements of safe inclusive workspaces for transgendered persons – those identifying as one gender but born into the body of the opposing gender. This course will offer an introduction to terminology, elements, policies, and resources to build and sustain a safe, inclusive environment for transgendered employees and increase the comfort level and productivity off all in your organization.

Learning Objectives

- ✓ Understand the importance and history of inclusivity in the workplace Increase your understanding of the transgendered experience
- ✓ Explore and address personal and societal biases, misconceptions, and choices Identify and implement elements to support a safe inclusive workplace

Workplace Violence: How to Manage Anger and Violence in the Workplace

Course Overview

Violence of any sort has many roots. Sometimes there are warning signs of workplace violence, but this is not always the case. It is up to us to learn whatever we can to prevent, identify, and mitigate any threats, and this comprehensive course includes everything a workplace leader needs to get started.

Learning Objectives

- ✓ Describe what workplace violence is
- ✓ Identify some warning signs of violence
- ✓ Apply the cycle of anger
- ✓ Understand Albert Bandura's behavior wheel and how it applies to anger Develop a seven-step process for managing your anger and others' anger Apply better communication and problem solving skills, which will reduce frustration and anger
- ✓ Develop some other ways of managing anger, including coping thoughts and relaxation techniques
- ✓ Use the nine components of an organizational approach to managing anger, including risk assessment processes
- ✓ Respond if a violent incident occurs in the workplace, on both an individual and organizational level

Writing a Business Plan

Course Overview

This course is designed for business owners and entrepreneurs who are ready to create a business plan. All the essential steps are covered, including drafting the original document; identifying the audience; gathering information; researching; describing product plans; and marketing, sales, and accounting terms. Students will come away from the course energized and prepared to write their business plan.

Learning Objectives

- ✓ Research and analyze the individual components needed for a business plan Apply skills to create a business plan for different audiences, including investors, banks, and other stakeholders
- ✓ Explain the purpose and future of your business in easy to understand terms
- ✓ Use accounting terms to describe the future for your business
- ✓ Describe your marketing, sales, and planning strategies

Writing for the Web

Course Overview

Headlines, sub-titles, chunks of content, pictures, video, hyperlinks, menu buttons, and alternative text are all things that you need to keep in mind when writing for the web.

Learning Objectives

- ✓ Apply engaging techniques that draw readers to web pages
- ✓ Plan what to write to reflect your web hierarchy
- ✓ Create engaging content, including catchy headlines
- ✓ Enhance your writing with other forms of media
- ✓ Make your writing accessible to a variety of readers

Writing Reports and Proposals

Course Overview

It is essential to understand how to write reports and proposals that get read. We write reports in a range of formats and a variety of purposes. Whether you need to report on a product analysis, inventory, feasibility studies, or something else, report writing is a skill you will use again and again.

Having a method to prepare these documents will help you be as efficient as possible with the task. This course will build on a solid base of writing skills to present information in formal, informal, and proposal styles.

Learning Objectives

- ✓ Prepare reports and proposals that inform, persuade, and provide information
- ✓ Review your work so that it is clear, concise, complete, and correct
- ✓ Apply these skills in real work applications

IT Virtual Hands-on Instructor Led Training



Business & Leadership

Six Steps to Build a High-Performance Team
Leading & Managing E- Business
IT Leadership & Management Strategy
Next Generation CIO
Internet of Things & Product Development Skills for Improved Productivity
Turning Challenges to Opportunities
Developing Personal Effectiveness at Work
Transform Your Work Life Balance
Sharper Brain, Smarter You
Hustle Your Way to Success
Emotional Agility
Effectively Manage Workplace Communication
Essentials of Entrepreneurship
CIO: Role & Challenges
Build Effective Presentation
Develop Your AI Strategy with These Trends in Mind
5 Practices of Exemplary Leadership
5 Steps to Create a High Impact Learning
The Future of Work - How to Create an Agile Workforce
Project Management vs Business Analysis
And so much more.....

MS Office

Microsoft Office 365
New in Microsoft Office 2016: Transition from Office 2007/2010
Microsoft Word 2016/2019: Part 1 (Beginner)
Microsoft Word 2016/2019: Part 2 (Intermediate)
Microsoft Word 2016/2019: Part 3 (Advanced)
Microsoft Excel 2016/2019: Part 1 (Beginner)
Microsoft Excel 2016/2019: Part 2 (Intermediate)
Microsoft Excel 2016/2019: Part 3 (Advanced)
Microsoft Excel 2016/2019: Part 4 (Data Analysis with PivotTables)
Microsoft Excel 2016/2019: Part 5 (Data Analysis with Power Pivot)
Microsoft PowerPoint 2016/2019: Part 1 (Beginner)
Microsoft PowerPoint 2016/2019: Part 2 (Advanced)
Microsoft Outlook 2016/2019: Part 1 (Beginner)
Microsoft Outlook 2016/2019: Part 2 (Advanced)
Microsoft Access 2016/2019: Part 1 (Beginner)
Microsoft Access 2016/2019: Part 2 (Intermediate)
Microsoft Access 2016/2019: Part 3 (Advanced)

Project Management

Managing Project Teams
Project Management Professional (PMP)
Project Management Skills for Non-Project Managers
PMI Risk Management Professional (PMI-RMP)
PMI Agile Certified Practitioner (PMI-ACP)
Best Practices in Project Management
Agile Project Management
Managing Organizational Change and Transition

Microsoft SQL Server

10985: Introduction to SQL Databases
10986: Updating Your Skills to SQL Server 2016
10987: Performance Tuning and Optimizing SQL Databases
10988: Managing SQL Business Intelligence Operations
10990: Analyzing Data with SQL Server Reporting Services
20761: Querying Data with Transact-SQL
20762: Developing SQL Databases
20764: Administering a SQL Database Infrastructure
20765: Provisioning SQL Databases
20767: Implementing a SQL Data Warehouse
20768: Developing SQL Data Models
20778: Analyzing Data with Power BI
20779: Analyzing Data with Excel
55232: Writing Analytical Queries for Business Intelligence
DP-050: Migrate SQL workloads to Azure
DP-100: Designing and Implementing a Data Science Solution on Azure
DP-300: Azure Database Administrator Associate
Data Model Design using Power BI Desktop - Level 2
Introduction to DAX for Power BI Desktop
MCSA: SQL Server BI Development
MCSA: SQL Server Database Administration
MCSA: SQL Server Database Development

Microsoft Exchange Server

20345-1: Administering Microsoft Exchange Server 2016
20345-2: Designing and Deploying Microsoft Exchange Server 2016
MCA: Messaging Administrator Associate
MS-200: Planning and Configuring a Messaging Platform
MS-201: Implementing a Hybrid and Secure Messaging Platform

Microsoft Azure

AZ-900T00: Microsoft Azure Fundamentals
AZ-104T00: Microsoft Azure Administrator
AZ-204T00: Developing Solutions for Microsoft Azure Associate (Developer)

AZ-301: Microsoft Azure Architect Design Expert
AZ-300: Microsoft Azure Architect Technologies Expert
AZ-400T00: Designing and Implementing Microsoft DevOps Solutions
AZ-900T01: Microsoft Azure Fundamentals
AZ-500T00: Microsoft Azure Security Technologies Associate (Security Engineer)
CXD-252: Moving to the Citrix Virtual Apps and Desktops Service on Citrix Cloud with Microsoft Azure
AZ-120T00: Planning and Administering Microsoft Azure for SAP Workloads
AZ-010T00: Microsoft Azure Administration for AWS SysOps
20777: Implementing Microsoft Azure Cosmos DB Solutions
AZ-500T00: Microsoft Azure Security Technologies Associate Certification
AZ-900: Microsoft Azure Fundamentals Certification
AZ-104: Microsoft Azure Administrator Associate Certification
AZ-300: Microsoft Azure Architect Technologies Expert Certification
AZ-301: Microsoft Azure Architect Design Expert Certification
AZ-400: Microsoft Azure DevOps Engineer Expert Certification
AZ-204: Microsoft Azure Developer Associate Certification
CXD-251: Citrix Virtual Apps and Desktops Service on Microsoft Azure
AZ-020T00: Microsoft Azure Solutions for AWS Developers
OD20487D: Developing Microsoft Azure and Web Services (Visual Studio 2017) MOD+DMOC
20537: Configuring and Operating a Hybrid Cloud with Microsoft Azure Stack
OD20777A: Implementing Microsoft Azure Cosmos DB Solutions MOD+DMOC
AZ-220T00: Microsoft Azure IoT Developer
552241: Microsoft Azure Big Data Analytics Solutions
552242: Operationalize Cloud Analytics Solutions with Microsoft Azure
DP-200: Implementing an Azure Data Solution

Cloud Administration

Azure Security and Compliance
Databases in Azure
Microsoft Azure Identity
Microsoft Azure Storage
Microsoft Azure App Service
Microsoft Azure Virtual Machines
Microsoft Azure Virtual Networks
Microsoft Professional Orientation: Cloud Administration
Migrating Workloads to Azure
Automating Azure Workloads
Building Your Azure Skills Toolkit

Deploy and Service Mobile Apps Using Azure App Service
Developing IoT Solutions with Azure IoT Developing Planet-Scale Applications in Azure Cosmos DB
Windows Server 2016: Advanced Virtualization
Enabling Data Source Discovery with Azure Data Catalog

Security

CompTIA A+ Certification
CompTIA Network+ Certification
CompTIA Security+ Certification
CompTIA Cloud Essentials
CompTIA Advanced Security Practitioner (CASP+)
CompTIA Linux+ Certification
Certified Information Systems Security Auditor (CISSA)
Certified Information Security Manager (CISM)
Certified Ethical Hacker (CEH)
Check Point CCSA/CCSE
Certified Hacking Forensics Investigator (CHFI)
Certified Information Systems Security Professional (CISSP)
Certified PowerShell Hacker (CPSH)
Certified Penetration Testing Consultant (CPTC)
Certified Cybersecurity Analyst (CCSA)
Certified Network Forensics Examiner (CNFE)
Certified Secure Web Application Engineer (CSWAE)
Disaster Recovery Engineer (CDRE)
Certified Vulnerability Assessor (CVA)
IS20 Controls
Certified Digital Forensics Engineer (CDFE)
Certified Cloud Security Officer (CCSO)

Microsoft SharePoint

55299: SharePoint 2019 Site Owner
55199: SharePoint 2016 End User Training
55294: SharePoint Power User 2019
55215: SharePoint Online Power User
55234: SharePoint 2016 Site Collections and Site Owner Administration
55238: SharePoint Online for Administrators
55251: SharePoint 2016 Site Owner Training
55261: SharePoint for Office 365 Site Owner
55262: Introduction to SharePoint for Office 365
MS-301: Deploying SharePoint Server Hybrid Associate (Teamwork Administrator)
55103: Creating and Sharing Interactive Dashboards with PowerPivot, Power View and SharePoint Server
Microsoft SharePoint 2016: Site Owner

Microsoft SharePoint 2016: Advanced Site Owner with Workflow Administration
OD20339-1A: Planning and Administering SharePoint 2016 MOD+DMOC
OD20339-2A: Advanced Technologies of SharePoint 2016 MOD+DMOC
20339-1: Planning and Administering SharePoint 2016
20339-2: Advanced Technologies of SharePoint 2016
55048: No-Code SharePoint 2013-2016 Workflows with SharePoint Designer 2013
55049: PowerPivot, Power View and SharePoint 2013 Business Intelligence Center for Analysts
55066: PowerShell for SharePoint Administrators
55095: SharePoint 2010 and 2013 Auditing and Site Content Administration using PowerShell
55157: SharePoint 2016 Business Intelligence
55193: Introduction to SharePoint 2016 for Collaboration and Document Management
55197: Microsoft SharePoint Server 2016 for the Site Owner/Power User
55198: Microsoft SharePoint Server Content Management for SharePoint 2013 and 2016
55200: SharePoint 2016 Power User Training
55249: Developing with the SharePoint Framework
55252: Introduction to SharePoint 2016
55293: SharePoint End User 2019
55298: Introduction to SharePoint 2019
Microsoft SharePoint 2016: Site User

Microsoft Windows 10

10982: Supporting and Troubleshooting Windows 10
MCSA: Windows 10 / MCSE: Mobility MD-100: Installing, Configuring, Protecting and Maintaining Windows 10
10982: Supporting and Troubleshooting Windows 10
20695: Deploying Windows Desktops and Enterprise Applications
MD-101: Deploying, Managing and Protecting Modern Desktops & Devices
20695: Deploying Windows Desktops and Enterprise Applications
MCA: Modern Desktop Administrator Associate

Windows Server

20740: Installation, Storage and Compute with Windows Server 2016
20741: Networking with Windows Server 2016
20742: Identity with Windows Server 2016
20743: Upgrading Your Skills to MCSA: Windows Server 2016
20744: Securing Windows Server 2016

MCSA: Windows Server 2016

Microsoft Certified Azure Solutions Architect Expert

Deploying and Configuring Infrastructure
Implementing Workloads and Security
Understanding Cloud Architect Technology
Solutions Creating and Deploying Apps
Developing for the Cloud
Designing for Identity and Security
Designing a Data Platform Solution
Design for Deployment, Migration, and Integration
Designing an Infrastructure Strategy

Microsoft 365 (M365) Certified Modern Desktop Administrator Associate

Installing Windows 10
Configuring Windows 10
Protecting Windows 10
Maintaining Windows 10
Deploying the Modern Desktop
Managing Modern Desktops and Devices
Protecting Modern Desktops and Devices

VMware

VMware vSphere: Install, Configure, Manage [V6.7]
VMware vSphere: Optimize and Scale [V6.7]
VMware vRealize Automation: Install, Configure, Manage
VMware vCloud: Director: Install, Configure, Manage
VMware vCloud Automation Center: Install, Configure, Manage, Cybersecurity
VMware vCloud: Design Best Practices
VMware vCloud Automation: Design and Deploy Cybersecurity

CISCO

Cisco CCNA: Implementing and Administering Cisco Solutions (CCNA 200-301)
Cisco CCNP: Enterprise
Cisco CCNP Security Cisco ENARSI - Implementing Cisco Enterprise Advanced Routing and Services (300-410)
Cisco ENCOR - Implementing Cisco Enterprise Network Core Technologies (350-401)
Cisco SCOR - Implementing and Operating Cisco Security Core Technologies (350-701)
Cisco SVPN - Implementing Secure Solutions with Virtual Private Networks (300-730)
Cisco Meraki: Engineering Cisco Meraki Solutions ECMSI
Configuring Cisco Nexus 9000 Switches in ACI Mode (DCAC9K) v3.0 e-Learning

Configuring VXLANs on Cisco Nexus 9000 Series Switches (DCVX9K) v1.0 e-Learning
Implementing Cisco HyperFlex (DCIHX) v1.1 e-Learning
Cisco Optical Technology Advanced (OPT300) v2.0 e-Learning
Configuring BGP on Cisco Routers (BGP) v4.0 e-Learning
Implementing Cisco MPLS v3.0 e-Learning
Cisco Digital Network Architecture Implementation Essentials (DNAIE) v2.0 e-Learning
Implementing and Operating Cisco Data Center Core Technologies (DCCOR) v1.0 e-Learning
Designing Cisco Data Center Infrastructure (DCID) v7.0 (Professional) e-Learning
Introduction to 802.1X Operations for Cisco Security Professionals (802.1X) v2.0 e-Learning
Introducing Cisco MDS 9000 Series Switches (DCIMDS) v1.1
Introducing Cisco MDS 9000 Series Switches (DCIMDS) v1.1 e-Learning
Securing Cloud Deployments with Cisco Technologies (SECCLD) v1.0
Introducing Cisco Cloud Consumer Security (SECICC) v1.0
Introducing Cisco Cloud Consumer Security (SECICC) v1.0 e-Learning

Oracle

Oracle Database 12c: OCM Exam Prep
Oracle Essbase 11.1.2 for System Administrators
Oracle Essbase 11.1.2: Calculate Block Storage Databases (11.1.2.3)
Oracle Essbase 11.1.2 Bootcamp (11.1.2.4)
Oracle Solaris 11 Advanced System Administration
Oracle Solaris 10 Cluster Administration
Oracle Hyperion Financial Reporting 11.1.2 for Financial Management (11.1.2.2)
Using Oracle Enterprise Manager Cloud Control 12c Ed 2
Oracle WebLogic Server 11g: Administration Essentials
Oracle Solaris 11 ZFS Administration
Oracle Coherence 12c: New Features
Oracle Coherence 12c: Share and Manage Data in Clusters
Oracle Database 12c: Fundamentals PL/SQL
Oracle BI Applications 7.9.6: Implementation for Oracle EBS
Java OCA & OCP SE 8 Accelerated
Oracle GoldenGate 10.4 Fundamentals of Transactional Data
Oracle Solaris 11 System Administration
Oracle BI 12c: New Features for Administrators
Oracle WebLogic Server 11g: Advanced Administration
Oracle ZFS Storage Appliance Administration

Oracle VM Server for x86: Administration
Oracle Database 12c: Data Guard Administration Ed 1
Oracle Primavera P6 Analytics 11g
Oracle Portfolio Management in Primavera P6 Reporting with BI Publisher 11g
Oracle Solaris Cluster 4.x Advanced Administration Ed 2 NEW
Oracle Database 12c: Backup and Recovery Workshop Ed 2
Oracle Database 12c: Admin, Install and Upgrade Accelerated
Oracle Database 12c: Install and Upgrade Workshop
Oracle Database 12c: Managing Multitenant Architecture
Oracle Database 12c: High Availability New Features
Oracle Database 11g: 2 Day DBA Release 2
Oracle Database 11g: RAC Administration Release 2
Oracle Database 11g: Data Guard Administration Release 2
Oracle Database 11g: Performance Tuning DBA Release 2
Oracle Database 11g: Implement Streams Release 2
Oracle Grid Infrastructure 11g: Manage Clusterware and ASM - Release 2
Oracle Database 11g: Advanced PL/SQLR12.x
Oracle Purchasing Fundamentals R12.2
Oracle Order Management Fundamentals
Oracle HCM Cloud: Global Human Resources
R12.2 Oracle Payables Management Fundamentals
R12.2 Oracle Subledger Accounting Fundamentals
R12.2 Oracle Receivables Management Fundamentals
R12.x Oracle Payroll Fundamentals: Earnings and Deductions
R12.2 Oracle General Ledger Management Fundamentals
R12.2 Oracle E-Business Suite Fundamentals
Oracle Database 12c: Security
Oracle Database 12c: SQL Tuning for Developers
Oracle Database 12c: Backup and Recovery
Oracle Golden Gate 12c: Fundamentals
Oracle Database 12c: Implement Partitioning

Data Analysis

Essential Math for Data Analysis using Excel Online
Data Visualization-A Practical Approach for Absolute Beginners
Introduction to Data Analysis using Excel
Querying with Transact-SQL
Analyzing and Visualizing Data with Excel
Analyzing and Visualizing Data with Power BI

Analytics Storytelling for Impact

Red Hat Linux

RHCE (2 takes)™ on RHEL 7
RHCE on RHEL 7
RHCSA on RHEL 7
Red Hat Enterprise Performance Tuning (RH442)
Red Hat Enterprise Deployment and Systems Management (RH401)
Red Hat Enterprise Clustering and Storage Management (RH436)
Red Hat Certified Architect (RHCA)
Red Hat OpenStack Administration
Red Hat Storage Server Administration
Red Hat Server Hardening
Linux Security Testing
Ubuntu 12.04 Desktop Administration
Ubuntu 12.04 Server Administration
Red Hat Certified System Administrator (RHCSA)
Linux Troubleshooting Techniques and Tools
Red Hat Certified Virtualization Administrator
Red Hat Apache and Secure Web Server Administration
RHCE (2 takes)
RHCT
Red Hat Certified Security Specialist (RHCSS)
RHCE
Salt Stack Fundamentals for System Administrators
Red Hat Satellite 6 Administration-RH403
RHCSA Rapid Track (RH199)
RHCE Certification Lab (RH299)

Data Science

Introduction to Data Science
Analyzing and Visualizing Data with Power BI
Analyzing and Visualizing Data with Excel
Analyzing Big Data with Microsoft R
Analytics Storytelling for Impact
Data Science Research Methods R Edition
Developing Big Data Solutions with Azure Machine Learning
Essential Math for Machine Learning-R Edition
Essential Statistics for Data Analysis using Excel
Implementing Predictive Analytics with Spark in Azure HDInsight
Introduction to R for Data Science
Principles of Machine Learning - Python Edition
Principles of Machine Learning-R Edition
Querying with Transact-SQL

ITIL

ITIL 4 Foundation

ITIL 4 Managing Professional (MP) Transition
 ITIL 4 Specialist: Create, Deliver and Support (CDS)
 ITIL 4 Strategist: Direct, Plan and Improve (DPI)
 ITIL -SD: Intermediate LifeCycle:
 ITIL Service Design
 ITIL -CSI: Intermediate Lifecycle:
 ITIL Continual Service Improvement
 ITIL -SS: Intermediate LifeCycle:
 ITIL Service Strategy
 ITIL -MALC: Expert Level: Managing Across the Lifecycle
 ITIL -SOA: Intermediate Capability:
 ITIL Service Offerings and Agreements
 Juniper Networks Certified Specialist Security (JNCIS-SEC)

AutoCAD

AutoCAD 2018 L1
 AutoCAD 2018 L2
 AutoCAD 2018 L3

ITIL -RCV: Intermediate Capability:
 ITIL Release Control and Validation
 ITIL -OSA: Intermediate Capability:
 ITIL Operational Support and Analysis
 ITIL -PPO: Intermediate Capability:
 ITIL Planning, Protection, and Optimization
 ITIL Practitioner
 Fast Track To ITIL 4 - Capability
 ITIL 4 Foundation e-Learning
 ITIL 4 Specialist: Drive Stakeholder Value (DSV)
 ITIL -ST: Intermediate LifeCycle:
 ITIL Service Transition
 ITIL -SO: Intermediate LifeCycle:
 ITIL Service Operation
 JNCIP-ENT

Nortel

PBX Configuration and Maintenance
 Voice over IP training using Nortel
 Nortel PBX Option 11C
 Business Communication Manager
 Avaya

Juniper

Juniper Networks Certified Associate - Junos (JNCIA-Junos)
 Juniper Networks Certified Associate - Junos & Juniper Networks Certified Specialist Enterprise Routing and Switching (JNCIS-ENT)
 Juniper Networks Certified Associate - Junos & Juniper Networks Certified Specialist Security (JNCIS-SEC)
 Configuring Juniper Networks Firewall / IPSEC VPN Products (CJFV)
 Juniper Networks Certified Specialist Enterprise Routing and Switching (JNCIS-ENT)

Fortinet

FortiGate Infrastructure 6.0 (FortiGate II)
 FortiGate Security 6.0 (FortiGate I)
 FortiManager 6.0

Training Services Clients

Computers and Controls has a Caribbean wide clientele that have received training in

- St. Kitts
- St Lucia,
- Guyana,
- Barbados,
- Jamaica
- USA

Guyana Sugar Company
 Cable and Wireless
 Digicel
 CISCO
 SPRINT
 AT&T
 SHELL
 UWI
 TSTT
 ALNG
 Central Bank
 Bank of Guyana

GT & T

Guyana Revenue Authority
 Guyana Water Inc.
 Guardian Life
 Hydro Agri
 Trinidad and Tobago Methanol
 Bank of Guyana
 Trinidad Cement Limited
 British Gas
 Ernst and Young
 NEMWIL
 Petrotrin
 National Petroleum
 Royal Bank
 Republic Bank
 Trinity Schools
 Ministry of Education
 Hamel Smith
 National Gas Company
 Banks DIH Limited
 Point Lisas Nitrogen Limited
 Maritime Financial Group
 Just to name a few

CCLEARNING

