



OnDemand Training Library

Dozens of lessons to boost your skills - available online 24/7

A collection of 25 courses designed to hone your skills in the critical areas of business, management and leadership. Each lesson ranges from 15 to 90 minutes in length, and provides you with the resources to develop and strengthen your skills regardless of whether you are an individual contributor, manager or leader.

Key Benefits

- 24/7/365 training with any Internet-connected device
- “Bite-sized” lessons that only require 15–90 minutes to complete
- Self-paced, convenient, high-quality and consistent learning
- Certificates of completion for every lesson
- Fully scalable - train individuals, teams or an entire organization
- Cost effective, time saving and no travel necessary

A Manager's Guide to Effective Work Relationships

14 Lessons | 0.70 CEUs | 7 PMUs

Building working relationships within your team is crucial to good management. Learn how to effectively delegate tasks, conduct performance reviews, coach your team by using feedback and manage change within your team.

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| 1. Resolving Conflict in the Workplace | 8. Doing More with Less: How to Motivate and Reward Your Overworked Staff |
| 2. Coaching for Performance | 9. Difficult Performance Reviews: How to Turn Painful Conversations into Positive Results |
| 3. Delegation for Growth and Development | 10. Being an Ally in a Diverse Working World |
| 4. The Manager's Role During Change | 11. Identifying and Managing Your Stakeholders |
| 5. Managing Resistance to Change | 12. Building and Maintaining Trust |
| 6. Leveraging Feedback to Strengthen Employee Commitment | 13. Successfully Working in Hybrid Teams |
| 7. Squashing Workplace Negativity | 14. Tips for Managing Progressive Discipline |

Achieving Success as a Business Professional

10 Lessons | 0.50 CEUs | 5 PMUs

Develop your ability to get the job done by planning for success, while prioritizing and balancing your workload. Be recognized as a credible and trustworthy member of your team.

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|---|---|
| 1. Building Credibility and Trust for Improved Communication | 5. Planning for Success |
| 2. Developing Awareness that Leads to Emotional Regulation | 6. Tame Your Email Inbox with Microsoft Outlook |
| 3. Establishing Presence and Credibility | 7. Becoming a Strategic Thinker |
| 4. Managing Your Workload: How to Prioritize When Everything is Important | 8. Building and Maintaining Trust |
| | 9. Building a 360-Degree Network |
| | 10. The Look and Sound of Confidence |

Analytical Skills for New Managers

7 Lessons | 0.60 CEUs | 6 PMUs

Develop the quantitative and qualitative analysis skills to make evidence-based decisions that drive results.

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| 1. Presenting Visually Compelling Data | 5. Mastering Excel® Formulas and Functions - Part 1 |
| 2. Statistical Analysis Tools and Techniques | 6. Mastering Excel® Formulas and Functions - Part 2 |
| 3. Leading the PAC: Researching and Presenting Data | 7. Becoming a Strategic Thinker |
| 4. Five Phases of the Creativity to Innovation Process | |

Basics of Business Acumen

8 Lessons | 0.30 CEUs | 3 PMUs

To succeed in business, you first need an understanding of how a business operates—from analyzing data and financials to managing projects. Access resources that can help professionals at all levels improve their business acumen in order to enhance performance and achieve organizational goals.

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| 1. Creating and Presenting Operational Budgets | 5. Leading the PAC: Researching and Presenting Data |
| 2. Building a Customer-Focused Strategy | 6. Analyzing Data Using the DASA Model |
| 3. Accounting 101 | 7. Strategy Execution: Elements of a Sound Strategy |
| 4. Balancing the Books: Booking Journal Entries | 8. How to Understand and Analyze Financial Statements |

Building the Skills to Be an Essential Team Player

13 Lessons | 0.50 CEU | 5 PMUs

Build your professional brand as a credible and trustworthy team member by developing your ability to communicate effectively, manage your emotions and foster positive work relationships. Enhance your ability to get the job done by planning for success, while prioritizing and balancing your workload.

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| 1. Building Credibility and Trust for Improved Communication | 8. Being an Ally in a Diverse Working World |
| 2. Building Better Work Relationships | 9. Strategies for Managing Situational Conflict |
| 3. Establishing Presence and Credibility | 10. Applying Mindful Behaviors at Work |
| 4. Building Your Strengths as a REAL Team Player | 11. Understanding and Applying Your Locus of Control at Work |
| 5. Assertive Communication Skills for Women* | 12. Building and Maintaining Trust |
| 6. Crash Course in Mistake Free Business Writing | 13. Recognizing and Navigating Unconscious Bias |
| 7. How to Manage Your Emotions While Under Stress | |

Certified Professional in Management On-Demand Exam Prep

17 Lessons | 0.50 CEUs

Learn key management competencies by yourself with this comprehensive, on demand AMA-CPM Prep Course. It consists of 17 on demand lessons, one for each management competency. Every lesson is about 20 minutes long, and best of all, you can take each one as often as you'd like. It's a great way to jump-start your AMA-CPM exam prep—or use it to reinforce your skills shortly before you take the exam.

Professional Effectiveness

- Enhancing Communication Skills
- Leading with Emotional Intelligence in the Workplace
- Developing and Organizing Presentation Content

Business Acumen

- Accounting 101
- Building a Customer-Focused Strategy
- AMA's Legal Guide for Managers and Supervisors
- Managing Projects Effectively

Relationship Management

- Resolving Conflict in the Workplace
- Creating a Motivational Climate
- Crafting a Strategy for Your Negotiation
- Delegation for Growth and Development
- Coaching for Performance
- Managing Change Effectively
- Manager's Guide to Collaboration
- Persasive Techniques to Influence Others

Analytical Intelligence

- Statistical Analysis Tools and Techniques
- Key Components of Critical Thinking

Customer Service Manager Training

13 Lessons | 0.40 CEUs | 4 PMUs

By applying the concepts in these learning assets, any manager of a customer service team can build and sustain an effective customer-focused strategy. Learn to motivate and develop your team by utilizing proven coaching, feedback and delegation techniques.

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| 1. Enhancing Collaborative Communication | 7. Coaching for Performance |
| 2. Leveraging Feedback to Strengthen Employee Commitment | 8. Leading a Customer-Focused Team |
| 3. Enhancing Communication Skills | 9. Creating a Culture of Belonging |
| 4. Building a Customer-Focused Strategy | 10. Strategies for Managing Situational Conflict |
| 5. Creating a Motivational Climate | 11. Becoming a Strategic Thinker |
| 6. Leading with Emotional Intelligence in the Workplace | 12. Becoming a Trusted Advisor |
| | 13. Tips for Managing Progressive Discipline |

Data Analysis and Business Analytics for Beginners

6 Lessons | 0.40 CEUs | 4 PMUs

Data-driven decision making is critical for effective strategic operations. Get the knowledge, tools and frameworks necessary to analyze data both qualitatively and quantitatively and make better business decisions by backing them up with hard analytical evidence.

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| 1. Presenting Visually Compelling Data | 4. Analyzing Data Using the DASA Model |
| 2. Statistical Analysis Tools and Techniques | 5. Mastering Excel® Formulas and Functions - Part 1 |
| 3. Leading the PAC: Researching and Presenting Data | 6. Mastering Excel® Formulas and Functions - Part 2 |

Developing Leadership Skills

15 Lessons | 0.80 CEUs | 8 PMUs

Access comprehensive and powerful tools as you learn the skills that all managers and leaders need in today’s business climate. Prepare for your leadership role by developing your skills in emotional intelligence, communication, strategy development & execution, as well as agility.

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| 1. Enhancing Effectiveness through Diversity and Inclusion | 8. Negotiating to Win |
| 2. Communication Skills of a Credible Leader | 9. Strategy Execution: Elements of a Sound Strategy |
| 3. Persuasive Communication Skills for Leaders | 10. Strategy Development and Execution: The ADEPTT Model |
| 4. Turning Resistance and Conflict into Collaboration and Consensus | 11. Crafting a Strategy for Your Negotiation |
| 5. Navigating Organizational Politics | 12. Building and Maintaining Trust |
| 6. Leading with Emotional Intelligence in the Workplace | 13. Successfully Working in Hybrid Teams |
| 7. SEAL Approach to Building Organizational Agility | 14. Achieving Growth by Building, Buying, or Partnering |
| | 15. Building a 360-Degree Network |

Diversity and Inclusion Training

7 Lessons | 0.20 CEU | 2 PMUs

High-performing teams are composed of people who bring a variety of perspectives and cognitive approaches to their jobs. A skilled manager knows how to respect those diverse backgrounds and viewpoints while ensuring equal treatment of all team members. Explore key cornerstones of diversity and inclusion so that you can champion diversity and foster an inclusive culture in which everyone feels a sense of belonging.

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| 1. Cultivating Diverse and Inclusive Teams | 5. Being an Ally in a Diverse Working World |
| 2. Diversity and Inclusion: Creating an Inclusive Culture | 6. Creating a Culture of Belonging |
| 3. Diversity and Inclusion: Understanding the Impact | 7. Recognizing and Navigating Unconscious Bias |
| 4. Enhancing Effectiveness through Diversity and Inclusion | |

Essential Project Management Skills

9 Lessons | 0.30 CEUs

Explore the terminology, tools and techniques of project management with this comprehensive, on demand course. Over 7 compact and focused lessons, you’ll learn about key PM concepts such as the Work Breakdown Structure, collaborative communication, risk strategies and much more. You’ll also be able to retake each lesson as much as you want.

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| 1. Project Management for the Accidental Project Manager - A Basic “How to” Approach | 5. Manager’s Guide to Collaboration |
| 2. Creating a Work Breakdown Structure (WBS) | 6. Enhancing Collaborative Communication |
| 3. Utilizing Effective Risk-Response Strategies | 7. The Manager’s Role During Change |
| 4. Managing Projects Effectively | 8. Identifying and Managing Your Stakeholders |
| | 9. Tips for Leading Flawless Virtual Meetings |

AMA's Excel® Training Series

6 Lessons | 0.80 CEUs | 8 PMUs

Explore tools and techniques that can help you become a wiz at spreadsheets. By applying these skills, you'll be able to leverage time- saving tips and analyze data that can help you make better business decisions.

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| 1. Mastering Excel® PivotTables: How to Crunch Numbers Like an Expert | 4. Mastering Excel® Dashboard Reports |
| 2. Time-Saving Excel® Tips, Tricks, and Shortcuts | 5. Mastering Excel® Formulas and Functions - Part 1 |
| 3. Building PowerPoint Presentations from Excel Data | 6. Mastering Excel® Formulas and Functions - Part 2 |

Frontline Customer Service Representative Training

8 Lessons | 0.30 CEUs | 3 PMUs

Customer service professionals who interact with customers on a daily basis need the right skills and mindset to do so with success. Harness these resources to gain the knowledge and attitudes necessary to develop emotional intelligence and a strong sense of power and autonomy—keys to exceptional service. Carefully designed assets focus on problem-solving techniques and how to work collaboratively with colleagues.

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| 1. Building Your Strengths as a REAL Team Player | 5. Strategies for Managing Situational Conflict |
| 2. Effective Problem Solving and Decision-Making Tools | 6. Applying Mindful Behaviors at Work |
| 3. How to Manage Your Emotions While Under Stress | 7. Understanding and Applying Your Locus of Control at Work |
| 4. Make Every Employee a Customer Service Champion | 8. Becoming a Trusted Advisor |

How to Build a Professional Brand and Image

13 Lessons | 0.60 CEUs | 6 PMUs

Gain credibility and trust by building your professional brand and image. You will also gain insights to help you develop your emotional intelligence and communication skills.

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| 1. Building Credibility and Trust for Improved Communication | 7. Communication Skills of a Credible Leader |
| 2. Motivating and Influencing Throughout the Organization | 8. How to Project Confidence with Demanding People |
| 3. Establishing Presence and Credibility | 9. How to Manage Your Emotions While Under Stress |
| 4. Developing Awareness that Leads to Emotional Regulation | 10. Applying Mindful Behaviors at Work |
| 5. Assertive Communication Skills for Women* | 11. Understanding and Applying Your Locus of Control at Work |
| 6. Leading with Emotional Intelligence in the Workplace | 12. Building and Maintaining Trust |
| | 13. The Perception of Tone in Virtual Communications |

The OnDemand Training Library is fully scalable. Ideal for individuals, teams or for your entire organization.

Innovation and Strategic Thinking for Managers

13 Lessons | 0.4 CEUs | 4 PMUs

Learn to think strategically and build skills to initiate and manage change as well as drive innovation. Get access to the frameworks necessary to develop strategies, become agile and foster the creativity needed to innovate.

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| 1. The Manager's Role During Change | 8. Becoming a Strategic Thinker |
| 2. Managing Resistance to Change | 9. Achieving Growth by Building, Buying, or Partnering |
| 3. Five Phases of the Creativity to Innovation Process | 10. Building a 360-Degree Network |
| 4. Fostering Creativity and Innovation in Others | 11. Persuasive Techniques to Influence Others |
| 5. SEAL Approach to Building Organizational Agility | 12. Understanding Disruption and Preparing for Breakthrough Growth |
| 6. Strategy Execution: Elements of a Sound Strategy | 13. Leading Your Team Through Ambiguity |
| 7. Strategy Development and Execution: The ADEPTT Model | |

Leadership Skills for Maximum Team Productivity

13 Lessons | 0.6 CEUs | 6 PMUs

Leaders and managers who acquire these skills can achieve greater outcomes through their teams' performance. Learn how to develop an effective strategy, negotiate to obtain necessary resources, create a motivational climate, and sustain commitment and collaboration so that you can effectively execute required tasks through others.

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| 1. Delegation for Growth and Development | 7. Strategy Execution: Elements of a Sound Strategy |
| 2. Creating a Motivational Climate | 8. Strategy Development and Execution: The ADEPTT Model |
| 3. Negotiating to Win | 9. Doing More with Less: How to Motivate and Reward Your Overworked Staff |
| 4. Crafting a Strategy for Your Negotiation | 10. Becoming a Strategic Thinker |
| 5. Turning Resistance and Conflict into Collaboration and Consensus | 11. Creating a Culture of Belonging |
| 6. Leveraging Feedback to Strengthen Employee Commitment | 12. Being an Ally in a Diverse Working World |
| | 13. Successfully Working in Hybrid Team |

Introduction to Artificial Intelligence (AI)

7 Lessons | 0.4 CEUs | 4 PMUs

Get a foundational understanding of AI, discover how to adopt an AI mindset, and explore its key components as well as the momentous implications of this technology.

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| 1. AI Essentials: A Basic Understanding for All | 5. AI: Create a Strategic Roadmap with ENGAGE |
| 2. Adopting an AI Mindset | 6. AI: Upskill and Reskill |
| 3. AI: From Algorithms to Decisions | 7. Beyond the Hype: What You Need to Know About AI |
| 4. AI: Balance the Risks and Opportunities | |

Manager Quick Start: Essential Management

15 Lessons | 0.50 CEUs | 5 PMUs

Build on your functional expertise with essential new management skills. Develop your emotional intelligence, become an effective communicator and gain knowledge and skills to be a strong presenter.

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| 1. Leading with Emotional Intelligence in the Workplace | 8. Essential Management Skills for Introverts |
| 2. Enhancing Communication Skills | 9. Creating a Culture of Belonging |
| 3. Key Presentation Skills: Balancing Verbal and Non-Verbal Messages | 10. Strategies for Managing Situational Conflict |
| 4. Developing and Organizing Presentation Content | 11. Building and Maintaining Trust |
| 5. Enhancing Collaborative Communication | 12. Successfully Working in Hybrid Teams |
| 6. The Manager's Role as Facilitator | 13. Tips for Managing Progressive Discipline |
| 7. Crash Course for New Managers | 14. Building a 360-Degree Network |
| | 15. Identifying and Managing Your Stakeholders |

The Manager's Guide to Business Literacy Skills

10 Lessons | 0.40 CEUs | 4 PMUs

Get the job done by developing your skills in managing projects, supporting the financial goals of your organization and leveraging the benefits of diverse and inclusive teams.

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| 1. Diversity and Inclusion: Understanding the Impact | 6. Project Management for the Accidental Project Manager - A Basic "How to" Approach |
| 2. Building a Customer-Focused Strategy | 7. HR 101 for New Managers |
| 3. Creating and Presenting Operational Budgets | 8. Successfully Working in Hybrid Teams |
| 4. Diversity and Inclusion: Creating an Inclusive Culture | 9. Becoming a Strategic Thinker |
| 5. AMA's Legal Guide for Managers and Supervisors | 10. Tips for Managing Progressive Discipline |

Managing Priorities for Max Productivity

10 Lessons | 0.50 CEUs | 5 PMUs

To be successful and add value in business, every individual must have the skills to effectively manage and prioritize their workflow. Acquire the knowledge and insights to create a forward-moving plan for any job, be able to prioritize tasks for maximum efficiency and sharpen your focus for getting the job done.

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| 1. Planning for Success | 6. Applying Mindful Behaviors at Work |
| 2. Creating Boundaries and Balance | 7. Understanding and Applying Your Locus of Control at Work |
| 3. Routines that Support Efficiency and Productivity | 8. Identifying and Managing Your Stakeholders |
| 4. Managing Your Workload: How to Prioritize When Everything is Important | 9. Recognizing and Navigating Unconscious Bias |
| 5. Tame Your Email Inbox with Microsoft Outlook® | 10. Tips for Leading Flawless Virtual Meetings |

Training and Presentation Skills

11 Lessons | 0.40 CEUs | 4 PMUs

Develop your ability to create engaging, learner-centric training experiences by leveraging the ADDIE Model and acquire the skills to deliver impactful presentations with confidence and credibility.

1. Framing the Message for Greater Impact
2. Establishing Presence and Credibility
3. Facilitation Skills for Trainers
4. Beyond Lecture: Training Tools to Enhance Training
5. Experiential Learning: Maximizing Learner Engagement
6. The ADDIE Model
7. Key Presentation Skills: Balancing Verbal and Non-Verbal Messages
8. Developing and Organizing Presentation Content
9. Principles of Effective Business Writing
10. Tips for Leading Flawless Virtual Meetings
11. The Look and Sound of Confidence

Tools for Leading and Motivating Through Change

15 Lessons | 0.30 CEUs | 3 PMUs

Tough times call for agile groups, effective strategies, managing change, and motivating your unit to succeed. Turn adversity to opportunity with the skills you'll learn and build in this timely course.

1. SEAL Approach to Building Organizational Agility
2. Strategy Development and Execution - The ADEPTT Model
3. Effective Problem Solving and Decision-Making Tools
4. The Manager's Role During Change
5. Motivating and Influencing Throughout the Organization
6. Managing Resistance to Change
7. Turning Resistance and Conflict into Collaboration and Consensus
8. Creating a Motivational Climate
9. Leading with Emotional Intelligence in the Workplace
10. Crafting a Strategy for Your Negotiation
11. Principles of Effective Business Writing
12. Achieving Growth by Building, Buying, or Partnering
13. Persuasive Techniques to Influence Others
14. Understanding Disruption and Preparing for Breakthrough Growth
15. Leading Your Team Through Ambiguity

Workforce Development: Business Fundamentals

6 Lessons | 0.20 CEUs

Build a foundational understanding of how a business operates and develop your problem-solving skills through data analysis. In addition, learn to manage projects that achieve results.

1. Accounting 101
2. Effective Problem Solving and Decision-Making Tools
3. Project Management for the Accidental Project Manager - A Basic "How to" Approach
4. How to Understand and Analyze Financial Statement
5. Identifying and Managing Your Stakeholders
6. Becoming a Strategic Thinker

Workplace Communication Training

14 Lessons | 0.50 CEUs | 5 PMUs

Gain strategies to improve your communication skills no matter what your career level. Discover how to demonstrate credibility and acquire knowledge and insights to enhance your ability to motivate, persuade and influence throughout the organization.

1. Enhancing Communication Skills
 2. Framing the Message for Greater Impact
 3. Building Credibility and Trust for Improved Communication
 4. Motivating and Influencing Throughout the Organization
 5. Communication Skills of a Credible Leader
 6. Enhancing Collaborative Communication
 7. Assertive Communication Skills for Women*
 8. Principles of Effective Business Writing
 9. Persuasive Communication Skills for Leaders
 10. Crash Course in Mistake Free Business Writing
 11. Strategies for Managing Situational Conflict
 12. Building and Maintaining Trust
 13. The Look and Sound of Confidence
 14. The Perception of Tone in Virtual Communications
- * optional lesson

Workplace Development: Problem Solving and Data Analysis

10 Lessons | 0.50 CEUs | 5 PMUs

Develop your problem-solving skills through data analysis and learn how to gather, manage and present data.

1. The ART of Analytical Thinking
2. Analyzing Data Using the DASA Model
3. Effective Problem Solving and Decision-Making Tools
4. Presenting Visually Compelling Data
5. Statistical Analysis Tools and Techniques
6. Leading the PAC: Researching and Presenting Data
7. Mastering Excel® Formulas and Functions - Part 1
8. Mastering Excel® Formulas and Functions - Part 2
9. Becoming a Strategic Thinker
10. Creative Thinking Techniques



OnDemand Training Library

To learn more call us at:

1-866-929-1590