



# AMA OnDemand Training Library

## Dozens of lessons to boost your skills - at one affordable price!

AMA's OnDemand Training Library offers you a comprehensive collection of lessons designed to hone skills that address today's most critical business, management and leadership skills. 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

### Achieving Success as a Business Professional

6 Lessons | 260 Minutes | 0.40 CEUs

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. Lessons include:

1. Building Credibility and Trust for Improved Communication
2. Developing Awareness that Leads to Emotional Regulation
3. Establishing Presence and Credibility
4. Managing Your Workload: How to Prioritize When Everything is Important
5. Planning for Success
6. Tame Your Email Inbox with Microsoft Outlook

### Analytical Skills for New Managers

6 Lessons | 260 Minutes | 0.40 CEUs

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

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

### Basics of Business Acumen

8 Lessons | 230 Minutes | 0.30 CEUs

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. Lessons include:

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

### Building the Skills to Be an Essential Team Player

7 Lessons | 300 Minutes | 0.50 CEUs

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. Lessons include:

1. Assertive Communication Skills for Women
2. Building Better Work Relationships
3. Building Credibility and Trust for Improved Communication
4. Building Your Strengths as a REAL Team Player
5. Crash Course in Mistake Free Business Writing
6. Establishing Presence and Credibility
7. How to Manage Your Emotions While Under Stress

### Business Skills for Managers

7 Lessons | 280 Minutes | 0.40 CEUs

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. Lessons include:

1. AMA's Legal Guide for Managers and Supervisors
2. Building a Customer-Focused Strategy
3. Creating and Presenting Operational Budgets
4. Diversity and Inclusion: Creating an Inclusive Culture
5. Diversity and Inclusion: Understanding the Impact
6. HR 101 for New Managers
7. Project Management for the Accidental Project Manager - A Basic "How to" Approach

### Certified Professional in Management Preparation

16 Lessons | 320 Minutes | 0.50 CEUs

Learn key management competencies by yourself with this comprehensive, on demand AMA-CPM™ Prep Course. It consists of 16 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. Lessons include:

1. Enhancing Communication Skills
2. Leading with Emotional Intelligence in the Workplace
3. Developing and Organizing Presentation Content
4. Resolving Conflict in the Workplace
5. Creating a Motivational Climate
6. Crafting a Strategy for Your Negotiation
7. Delegation for Growth and Development
8. Coaching for Performance
9. Accounting 101
10. Building a Customer-Focused Strategy
11. Statistical Analysis Tools and Techniques
12. AMA's Legal Guide for Managers and Supervisors
13. Key Components of Critical Thinking
14. Managing Change Effectively
15. Managing Projects Effectively
16. Manager's Guide to Collaboration

### Crisis Leadership

11 Lessons | 220 Minutes | 0.30 CEUs

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. Lessons include:

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. Managing Resistance to Change
6. Turning Resistance and Conflict into Collaboration and Consensus
7. Creating a Motivational Climate
8. Motivating and Influencing Throughout the Organization
9. Leading with Emotional Intelligence in the Workplace
10. Crafting a Strategy for Your Negotiation
11. Principles of Effective Business Writing

### Customer Service Manager Training

8 Lessons | 230 Minutes | 0.30 CEUs

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. Lessons include:

1. Building a Customer-Focused Strategy
2. Coaching for Performance
3. Creating a Motivational Climate
4. Enhancing Collaborative Communication
5. Enhancing Communication Skills
6. Leading a Customer-Focused Team
7. Leading with Emotional Intelligence in the Workplace
8. Leveraging Feedback to Strengthen Employee Commitment

### Data Analysis and Business Analytics for Beginners

6 Lessons | 260 Minutes | 0.40 CEUs

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. Lessons include:

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

### Developing Leadership Skills

11 Lessons | 220 Minutes | 0.60 CEUs

Build a toolkit of vital leadership skills - from emotional intelligence to strategy execution. Engender change and develop an agile mindset, this course provides insights on necessary skills to handle challenges and implement key tactics for success. Lessons include:

1. Enhancing Effectiveness through Diversity and Inclusion
2. Communication Skills of a Credible Leader
3. Persuasive Communication Skills for Leaders
4. Turning Resistance and Conflict into Collaboration and Consensus
5. Navigating Organizational Politics
6. Leading with Emotional Intelligence in the Workplace
7. SEAL Approach to Building Organizational Agility
8. Negotiating to Win
9. Strategy Execution: Elements of a Sound Strategy
10. Strategy Development and Execution: The ADEPTT Model
11. Crafting a Strategy for Your Negotiation

### Diversity and Inclusion Training

4 Lessons | 120 Minutes | 0.10 CEUs

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. Lessons include:

1. Cultivating Diverse and Inclusive Teams
2. Diversity and Inclusion: Creating an Inclusive Culture
3. Diversity and Inclusion: Understanding the Impact
4. Enhancing Effectiveness through Diversity and Inclusion

### Essential Business Skills

4 Lessons | 220 Minutes | 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. Lessons include:

1. Accounting 101
2. Effective Problem Solving and Decision-Making Tools
3. How to Understand and Analyze Financial Statements
4. Project Management for the Accidental Project Manager - A Basic "How to" Approach

### Essential Project Management Skills

7 Lessons | 210 Minutes | 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. Lessons include:

1. Project Management for the Accidental Project Manager - A Basic "How to" Approach
2. Creating a Work Breakdown Structure (WBS)
3. Utilizing Effective Risk-Response Strategies
4. Managing Projects Effectively
5. Manager's Guide to Collaboration
6. Enhancing Collaborative Communication
7. The Manager's Role During Change

### AMA's Excel Training Series

6 Lessons | 540 Minutes | 0.90 CEUs

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. Lessons include:

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

**Frontline Customer Service Representative Training**

4 Lessons | 220 Minutes | 0.20 CEUs

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. Lessons include:

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| 1. Building Your Strengths as a REAL Team Player       | 3. How to Manage Your Emotions While Under Stress  |
| 2. Effective Problem Solving and Decision-Making Tools | 4. Make Every Employee a Customer Service Champion |

**How to Build a Professional Brand and Image**

9 Lessons | 320 Minutes | 0.60 CEUs

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. Lessons include:

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|--|---|
| 1. Assertive Communication Skills for Women                  | 6. How to Manage Your Emotions While Under Stress         |
| 2. Building Credibility and Trust for Improved Communication | 7. How to Project Confidence with Demanding People        |
| 3. Communication Skills of a Credible Leader                 | 8. Leading with Emotional Intelligence in the Workplace   |
| 4. Developing Awareness that Leads to Emotional Regulation   | 9. Motivating and Influencing Throughout the Organization |
| 5. Establishing Presence and Credibility                     |   |

**Innovation and Strategic Thinking for Managers**

7 Lessons | 230 Minutes | 0.30 CEUs

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. Lessons include:

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|--|---|
| 1. Five Phases of the Creativity to Innovation Process | 5. Strategy Development and Execution: The ADEPTT Model |
| 2. Fostering Creativity and Innovation in Others       | 6. Strategy Execution: Elements of a Sound Strategy     |
| 3. Managing Resistance to Change                       | 7. The Manager's Role During Change                     |
| 4. SEAL Approach to Building Organizational Agility    |   |

**Leadership Skills for Maximum Team Productivity**

9 Lessons | 250 Minutes | 0.50 CEUs

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. Lessons include:

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|---|---|
| 1. Crafting a Strategy for Your Negotiation                               | 6. Negotiating to Win   |
| 2. Creating a Motivational Climate  | 7. Strategy Development and Execution: The ADEPTT Model             |
| 3. Delegation for Growth and Development                                  | 8. Strategy Execution: Elements of a Sound Strategy                 |
| 4. Doing More with Less: How to Motivate and Reward Your Overworked Staff | 9. Turning Resistance and Conflict into Collaboration and Consensus |
| 5. Leveraging Feedback to Strengthen Employee Commitment                  |   |

### Manager Quick Start: Essential Management

8 Lessons | 300 Minutes | 0.50 CEUs

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. Lessons include:

1. Crash Course for New Managers
2. Developing and Organizing Presentation Content
3. Enhancing Collaborative Communication
4. Enhancing Communication Skills
5. Essential Management Skills for Introverts
6. Key Presentation Skills: Balancing Verbal and Non-Verbal Messages
7. Leading with Emotional Intelligence in the Workplace
8. The Manager's Role as Facilitator

### Manager's Guide to Effective Work Relationships

9 Lessons | 390 Minutes | 0.70 CEUs

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. Lessons include:

1. Coaching for Performance
2. Delegation for Growth and Development
3. Difficult Performance Reviews: How to Turn Painful Conversations into Positive Results
4. Doing More with Less: How to Motivate and Reward Your Overworked Staff
5. Leveraging Feedback to Strengthen Employee Commitment
6. Managing Resistance to Change
7. Resolving Conflict in the Workplace
8. Squashing Workplace Negativity
9. The Manager's Role During Change

### Managing Priorities for Max Productivity

5 Lessons | 240 Minutes | 0.20 CEUs

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. Lessons include:

1. Creating Boundaries and Balance
2. Managing Your Workload: How to Prioritize When Everything is Important
3. Planning for Success
4. Routines that Support Efficiency and Productivity
5. Tame Your Email Inbox with Microsoft Outlook

### Training and Presentation Skills

9 Lessons | 180 Minutes | 0.40 CEUs

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. Lessons include:

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



**Workplace Communication Training**

10 Lessons | 270 Minutes | 0.50 CEUs

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. Lessons include:

1. Assertive Communication Skills for Women
2. Building Credibility and Trust for Improved Communication
3. Communication Skills of a Credible Leader
4. Crash Course in Mistake Free Business Writing
5. Enhancing Collaborative Communication
6. Enhancing Communication Skills
7. Framing the Message for Greater Impact
8. Motivating and Influencing Throughout the Organization
9. Persuasive Communication Skills for Leaders
10. Principles of Effective Business Writing

**Workplace Development: Problem Solving and Data Analysis**

8 Lessons | 330 Minutes | 0.50 CEUs

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

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

**OnDemand Training Library**

To learn more call us at:

**1-866-929-1590**