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<http://www.mystar12.com>

ACCOUNTING & FINANCE

ON DEMAND WEBINARS

1. Accounts Payable/Receivable - Professional Certification
2. Bookkeeping Fundamentals
3. Building Budgeting Skills
4. Communicating With Tact & Finesse
5. Cost-Saving Strategies for Accounts Payable
6. Create Better Understanding Through Active Listening
7. Creating a New Company File - Part 1
8. Creating a New Company File - Part 2
9. Customers and Sales - Part 1
10. Customers and Sales - Part 2
11. Cut & Control Costs
12. Essential Skills for Accounting Professionals
13. Financial Statements - Part 1
14. Financial Statements - Part 2
15. Financial Statements - Part 3
16. Financial Strategies: Tips for Eliminating Debt
17. Fraud Detection & Prevention for Accounts Payable
18. General Accounting - Professional Certification
19. Getting Delinquent Accounts to Pay Up
20. Harnessing the Power of Excel Database Features
21. How to Collect More Money!
22. How to Communicate Financial Information to Employees
23. How to Read Financial Statements
24. How to Think Like Your Customers Think
25. How to Use Crystal Reports
26. How to Use Microsoft Excel PivotTables to Easily Summarize and Analyze Data
27. Introduction to QuickBooks
28. Items
29. Making QuickBooks® Work for You
30. Mastering Excel Functions and Formulas
31. Mastering Microsoft Excel Macros
32. QuickBooks Level 1
33. Records Retention, Retrieval & Destruction for Accounts Payable
34. Telephone Skills for Customer Service & Sales Professionals
35. The Art of Striking Great Deals with Vendors & Suppliers
36. The Essentials of Bankruptcy Law for Collection Professionals
37. Time-Saving Microsoft Excel Tips & Shortcuts For Every User
38. Understanding and Complying With the Fair Debt Collection Practices Act
39. Understanding, Developing, and Implementing Effective Internal Controls
40. Vendor Management Strategies for Accounts Payable Professionals
41. Vendors and Expenses - Part 1
42. Vendors and Expenses - Part 2

43. Vendors and Expenses - Part 3
44. Working with Lists - Part 1
45. Working with Lists - Part 2
46. Working with Lists - Part 3
47. Writing With Diplomacy, Tact, and Finesse

RESOURCES

1. Budget Management Action Plan
2. Collections Code of Ethics Statement
3. Legal Remedies for Business (Commercial) Creditors
4. Truth in Lending: Consumer Credit

COMMUNICATION

ON DEMAND WEBINARS

1. 10 Ways to Stand Out in a Crowd
2. 30 Minutes to Better Networking
3. 5 Steps to Turn Email into a Powerful Tool
4. 52 Ways to Powerful E-mail
5. 7 Magic Words for Dignity, Respect & Power
6. 9 Steps to Reduce Stress Before Presentations
7. Are You a Good Listener
8. Assertive Communication Rights We all Have
9. Assertive Quotient
10. Assertive Responses to Get Results
11. Assertiveness Skills for Business Professionals
12. Assertiveness Skills for Managers and Supervisors
13. Assertiveness Skills: A Guide to Positively Successful Communication
14. Avoiding the Top Ten Most Common Writing Blunders
15. Breaking Bad Communication Habits
16. Building Relationships—Increasing Your Chance To Shine
17. Building Trust & Cooperation Across Organizational Lines
18. Business Communication Strategies
19. Business Grammar Tips, Tricks, & Techniques
20. Business Proofing & Editing Made Easy
21. Business Writing & Grammar Skills
22. Business Writing & Grammar Techniques
23. Business Writing Essentials
24. Collaboration Skills in the Workplace
25. Collaborative Intelligence in the Workplace
26. Coming Across Confident & Strong
27. Commitment and Cooperation
28. Common Communication Mistakes
29. Communicate Critical Information
30. Communicate During Conflict
31. Communicating Through E-mail: Top 10 Dos and Don'ts
32. Communicating With Power & Influence
33. Communicating With Tact & Finesse
34. Confidence & Assertiveness Skills for Women
35. Conflict & Confrontation Skills for Women
36. Conflict - Never Do These
37. Conflict Escalating Words
38. Confronting in a Calm Manner
39. Consider Before You Speak
40. Copywriting Fundamentals
41. Countering Verbal Attacks—Don't Take The Bait
42. Create Better Understanding Through Active Listening

43. Creating Open Communication Channels in the Workplace
44. Dealing With Bullies in the Workplace
45. Dealing With the Dreaded "C" ... Conflict in the Workplace
46. Developing a Perpetually Positive Attitude
47. Developing Trust and Respect in the Workplace
48. Developing Your Emotional Intelligence
49. Dynamics of Confrontation
50. Eliminating Workplace Negativity
51. Emotional Intelligence for Teams
52. Establish Rapport & Deliver
53. Establish Your Credibility 1
54. Establish Your Credibility 2
55. Expanding Your Professional Network
56. Fear of Conflict Holding You Back
57. Getting Results Without Authority
58. Getting the Respect You Deserve
59. Gossip and Grapevines in the Workplace
60. Handling Personality Clashes in the Workplace
61. How to Avoid Crying
62. How to Be a Tough-as-Nails Negotiator
63. How to Be an Idea Machine
64. How to Be an Outstanding Communicator
65. How to Create and Present Compelling Business Arguments for Your Ideas
66. How to Develop Effective Presentations
67. How to Handle Conflict and Confrontation
68. How to Handle Emotionally Charged Situations in the Workplace
69. How to Handle Emotions Under Pressure
70. How to Keep Technology from Killing Workplace Civility
71. How to Present Your Ideas Effectively
72. How to Present Your Proposal to Top Management—Executive Presentations
73. How to Reach Agreement ... When You Really Don't Agree With Someone!
74. How to Remain Cool and Collected in Challenging Conversations
75. How to Work Effectively With People Who Act, Think & Work SO Differently From You!
76. Improving Your Communication: Skills for Success
77. Introduction to Prezi
78. Introvert or Extrovert and Building Rapport
79. Make Others Feel Heard
80. Making Others Feel Important
81. Managing Emotions Under Pressure
82. Mastering the Secrets of Persuasive Communication
83. Microsoft® Project Tips & Tricks
84. Non-Verbals That Send the Wrong Message
85. On-the-Spot Rapport Builders
86. Overcoming Stage Fright
87. Persuasion 101: Creating a Win-Win
88. Persuasion 202: Get Others to See Options

89. Persuasion Techniques
90. Present With Confidence
91. Preventing Fires Before They Start
92. Projecting an Authoritative Image
93. Public Speaking Without Fear
94. Say It Right The First Time
95. Secrets of Clear Communication
96. Seven Classic Principles of Influence
97. Speaking More Powerfully
98. Staying One Step Ahead of the Grapevine
99. Strategies for Recognizing Different Communication Styles
100. Strengthening Your People Skills in the Workplace
101. Stress-Free Relationships: How to Work with Any Personality
102. Tactics for Defusing
103. Techniques of Successful Technical Writing
104. The Business Grammar "Crash Course"
105. The E-Communication Boot Camp: E-mail, Text, Social Media, and More at Work
106. The E-Mail and Business Writing Workshop
107. The Essentials of Credibility, Confidence and Composure
108. The Essentials of E-mail and Business Writing
109. The Four Basic Styles of Relationships
110. The Introvert's Guide to Building Rapport With Anyone, Anywhere
111. The Ultimate Training for Your Toughest Workplace Dilemma ... Working With Difficult and Challenging People
112. Top 10 Public Speaking Mistakes & How to Avoid Them
113. Toxic Stressors
114. Use Active Listening
115. Winning Without Intimidation
116. Working Successfully With High-Maintenance People
117. Writing and Sending Business Emails with Confidence
118. Writing With Diplomacy, Tact, and Finesse

RESOURCES

1. 10 Steps for Making Business Writing Easier
2. 5 Myths About Conflict Debunked
3. 5 Tips for Cooling Off in a Conflict
4. 6 Tips for Dealing With Heated Conversations
5. 6 Tips for Making Small Talk
6. A Powerful Image Through Nonverbal Communication
7. A Simple, Handy Usage and Grammar Resource
8. Active Listening Techniques
9. Business Writing and Grammar: Avoid "Comma-itis" and Other Comma Problems
10. Commonly Confused Words
11. Communication That Will Make You Shine
12. Communication: The Five Most Common Credibility Killers
13. Conflict in the Workplace
14. Essential Public Speaking Skills: Body Language
15. Fear of Public Speaking: Presentation Dos and Don'ts
16. Getting on the Same Page: 5 Tips for Improving Project Communication
17. How to Discuss Salary With Your Boss
18. How to Network at a Seminar
19. How to Work With Difficult People
20. Keeping Your Cool During Conflict
21. Opening Your EARS to Better Workplace Interaction
22. Personal Emotions Log -- Track and Assess Your Emotions
23. Personal Persuasive Communication Strategy
24. Reflective Listening: Your Secret Weapon for Success
25. Sample Design and Presentation Blueprint
26. Sample of Conflict Resolution Plan
27. Smart Tips For Those Who Hate To Write
28. So You Want a Promotion. Does Anyone Besides You Know That?
29. Sometimes It's OK to Be the Bad Guy at Work
30. Stop Boring Your Audience
31. Taming Negative Outbursts
32. The Art of Assertiveness
33. The Importance of Good Writers And How to Find Them
34. Use Positive Words to your Benefit
35. Words and Phrases to Avoid
36. Wordy and Redundant Expressions

HUMAN RESOURCES

GUIDED LEARNING

1. HR Essentials Learning Path

Required Training 0 of 26 hr 23 min Complete

Elective Training 0 of 4 hr Complete

Required Training				
Title	Subformat	Time	Status	
ADA & Reasonable Accommodation	Multiple Available	1 hr	●	
Contractor or Employee? How to Know the Difference	On Demand Webinar	1 hr	●	
Exempt vs. Nonexempt: Understanding FLSA's Classification Standards	Multiple Available	1 hr	●	
FMLA Compliance Update	Multiple Available	6 hr	●	
Fundamentals of Paid-Time-Off Policies In Today's Workplace	On Demand Webinar	1 hr	●	
How to Avoid Wrongful Termination Lawsuits	On Demand Webinar	1 hr	●	
How to Conduct Effective Interviews	On Demand Webinar	1 hr	●	
How to Handle Tricky Employee Absenteeism Problems	On Demand Webinar	1 hr	●	
How to Identify and Eliminate Unconscious Bias and Discrimination in the Workplace	On Demand Webinar	1 hr	●	
How to Legally Terminate People With Attitude Problems	On Demand Webinar	1 hr	●	
How to Prevent FMLA Abuse	On Demand Webinar	1 hr	●	
How to Write Effective Job Descriptions ... in Half the Time!	On Demand Webinar	1 hr	●	
Internet & E-mail Monitoring: Developing Effective & Legally Sound Policies & Procedures	On Demand Webinar	1 hr	●	
Keys to Handling Social Media at Work MySpace, Facebook, and More...	On Demand Webinar	1 hr	●	
Non-Compete Agreements	On Demand Webinar	1 hr	●	
Records Retention & Destruction for Human Resources	On Demand Webinar	1 hr	●	
Setting the Tone: Lead by Example and Eliminate Harassment in the Workplace	Course	1 hr 22 min 31 sec	●	
The Essentials of Effective Employee Handbooks	On Demand Webinar	1 hr	●	
Understanding the Legal Ins and Outs of Maternity Leave	On Demand Webinar	1 hr	●	
Understanding Your Employee's Rights: A Training Program for Managers	On Demand Webinar	1 hr	●	
Wage and Hour Land Mines in a 24/7 Connected World	On Demand Webinar	1 hr	●	

Elective Training

Title	Subformat	Time	Status
COBRA Compliance	On Demand Webinar	1 hr	●
Developing Effective Dress Code Policies	On Demand Webinar	1 hr	●
Employee Benefits Communication	On Demand Webinar	1 hr	●
Health Savings Accounts	On Demand Webinar	1 hr	●
How to Prevent Retaliation Lawsuits	On Demand Webinar	1 hr	●
How to Use Social Media to Recruit High-Quality Employees	On Demand Webinar	1 hr	●
HR Law	Seminar	6 hr	●
Human Resources and the Law	Seminar	12 hr	●
Keys to Effective Employee Orientation	Multiple Available	1 hr	●
Managing Employee Leave & Absenteeism	On Demand Webinar	1 hr	●
Mental Illness & Depression Under the ADA	Multiple Available	1 hr	●
Payroll Law	Seminar	6 hr	●
Practical HIPAA Compliance Training	On Demand Webinar	1 hr	●
The Essentials of Employee Onboarding	On Demand Webinar	1 hr	●
Untangle the Triangle: FMLA, Workers' Comp, and ADA	On Demand Webinar	1 hr	●
What's Working in Workplace Wellness Programs	On Demand Webinar	1 hr	●
Writing and Enforcing Affirmative Action Policies	On Demand Webinar	1 hr	●

ON DEMAND WEBINARS

1. Accommodation and Accessibility: Meeting the Requirements of the ADA
2. ADA & Reasonable Accommodation
3. Americans with Disabilities Act
4. Are You Encouraging Problems
5. Avoiding the Most Common Costly Mistakes Made in Employee Handbooks
6. Avoiding Wrongful Termination—Fair Legal and Safe Procedures for Discharging Employees
7. Building Trust & Cooperation Across Organizational Lines
8. Bulletproof Documentation
9. Business Etiquette 101
10. COBRA Compliance
11. Collaboration Skills in the Workplace
12. Contractor or Employee? How to Know the Difference
13. Coping With Payroll Hot Spots
14. Creating Benefit Programs for Different Generations
15. Crisis Planning for Human Resources
16. Critical Thinking & Problem Solving Skills
17. Dealing With Bullies in the Workplace
18. Dealing With the Dreaded "C" ... Conflict in the Workplace
19. Delegation Skills for Managers & Supervisors
20. Developing Effective Dress Code Policies
21. Developing Trust and Respect in the Workplace
22. Developing Your Leadership Voice: How to Be an Effective Communicator Who Gets Results
23. Diversity Training for Employees
24. EEOC Investigations: Minimize Your Liability
25. Effective Criticism & Discipline Skills for Managers
26. Emergency Response & Disaster Planning
27. Employee Benefits Communication
28. Employee Classification: Independent Contractor vs. Employee
29. Employee Wellness Program Compliance: An HR Update
30. Enforcing Employee Wage Garnishments
31. Entrepreneurial Thinking for Employees
32. Establishing Rapport & Putting the Interviewee at Ease
33. Ethics in the Workplace
34. Everything You Need to Know About EEOC Claims
35. Exempt vs. Nonexempt: Understanding FLSA's Classification Standards
36. FLSA & Travel Pay Compliance
37. FMLA & Intermittent Leave
38. FMLA 2009 New Regulations Update
39. FMLA and Military Leave
40. FMLA Compliance Essentials for Managers
41. FMLA Compliance Update
42. Fundamentals of Paid-Time-Off Policies In Today's Workplace
43. Fundamentals of Paid-Time-Off Policies In Today's Workplace

44. Get to Know the Real Applicant
45. Getting Your Sales & Customer Service New Hires Up to Speed Quickly
46. Going Green at Work
47. Handling Employee Discipline
48. Health Care Reform: What Every Employer Needs to Know
49. Health Savings Accounts
50. HIPAA Compliance Update: Changes You Need to Know
51. How to Avoid Making a Costly Mistake When Reading & Signing Contracts
52. How to Avoid Making a Terrible Hiring Mistake
53. How to Avoid Wrongful Termination Lawsuits
54. How to Conduct a Competitive Pay Analysis
55. How to Conduct Effective Interviews
56. How to Conduct Effective Workplace Investigations
57. How to Control Workers' Compensation Costs
58. How to Create a Cost-Effective Competitive Employee Benefits Package
59. How to Create a Payroll Procedures Manual
60. How to Create and Present Compelling Business Arguments for Your Ideas
61. How to Effectively Supervise Off-Site Employees
62. How to Facilitate Meetings Effectively
63. How to Handle Tricky Employee Absenteeism Problems
64. How to Identify and Eliminate Unconscious Bias and Discrimination in the Workplace
65. How to Legally Terminate Ineffective and Unproductive Employees
66. How to Legally Terminate People With Attitude Problems
67. How to Maximize Exit Interviews
68. How to Plan Successful Events
69. How to Prevent FMLA Abuse
70. How to Prevent Retaliation Lawsuits
71. How to Read Financial Statements
72. How to Talk About Pay in a Tough Economy
73. How to Terminate Employees With Compassion
74. How to Use Social Media to Recruit High-Quality Employees
75. How to Write Effective Job Descriptions ... in Half the Time!
76. Human Resource Essentials
77. Human Resources Assistant - Professional Certification
78. Human Resources Generalist - Professional Certification
79. Human Resources Specialist - Professional Certification
80. I-9 Reporting and Compliance
81. Internet & E-mail Monitoring: Developing Effective & Legally Sound Policies & Procedures
82. Interview With Confidence—Analyzing your Candidates
83. Interview With Confidence—Behavior-Based Interviewing
84. Interview With Confidence—Behavioral Interviewing Process
85. Interviewing for Emotional Intelligence: Improving Your Hires
86. Interviewing Tips: Weeding Out Bad Hires
87. Investigating Employee Complaints
88. Keys to Effective Employee Orientation

89. Keys to Effective Employee Orientation
90. Keys to Handling Social Media at Work MySpace, Facebook, and More...
91. Keys to Legally Sound Feedback, Discipline & Termination
92. Keys to Turning Employee Interviews Into Conversations
93. Legal Dos and Don'ts of Interviewing & Hiring People
94. Legally Conducting Background Checks
95. Legally Handling Workplace Bullies
96. Legally Sound Employee Use Policies for Mobile Communication Tools
97. Listening Tips During Interviews
98. Managing Employee Leave & Absenteeism
99. Managing Employees Who Are Stretched to the Max
100. Managing the ARC of Diversity in the Workplace
101. Measuring HR's Impact: Metrics that Matter Most
102. Mental Illness & Depression Under the ADA
103. New Rules for Overtime: How Technology has Changed "On the Job"
104. No More Bad Hires
105. Non-Compete Agreements
106. Nothing Personal! - The Legal Aspects of Interviewing, Selecting, and Hiring Employees
107. Pay-for-Performance Best Practices
108. Payroll Taxes 101
109. Practical Affordable Care Act Compliance
110. Practical HIPAA Compliance Training
111. Pre-employment testing: what you can and can't do
112. Preparing Future Leaders: A Guide to Succession Planning
113. Preventing & Handling Workplace Violence
114. Preventing Discrimination, Leave, and Harassment Lawsuits
115. Promoting Sensitivity and Tolerance in the Workplace
116. Pros & Cons of Recruiters
117. Records Retention & Destruction for Human Resources
118. Recruiting and Hiring in a Social World
119. Setting the Tone: Lead by Example and Eliminate Harassment in the Workplace
120. Sexual Harassment Training for Employees
121. Sexual Harassment Training for Managers
122. Special HR Training: ADA Compliance & Mental Illness Leave
123. Spotting Red Flags in Candidates
124. Succession Planning
125. Telecommuting: The Legal Dos and Don'ts
126. Telephone Screening
127. Terminating Employees on Leave
128. The ADA Amendments Act
129. Listen Now Assign
130. The Essentials of Effective Employee Handbooks
131. The Essentials of Employee Onboarding
132. The Harassment Free Zone: No Tolerance for Sexual Harassment in the Workplace
133. The Ins & Outs of Effective HR Policies

134. The Manager's Guide to Handling Employee Conflict
135. The Supervisors' Guide to Understanding and Applying Equal Employment Opportunity Laws
136. Time Management Tips
137. Understanding the Legal Ins and Outs of Maternity Leave
138. Understanding Your Employee's Rights: A Training Program for Managers
139. Untangle the Triangle: FMLA, Workers' Comp, and ADA
140. Variable Compensation: How to Develop a Competitive Salary Incentive Program
141. Variable Compensation: Using a performance-based strategy to motivate and retain your best employees
142. Voluntary Self-Identification & Disability Disclosure
143. Wage and Hour Land Mines in a 24/7 Connected World
144. What to do When Employees Won't Admit a Problem
145. What to Do When Nobody Shines
146. What You Can and Can't Say
147. What you need to know about Family Responsibility Discrimination Guidelines
148. Writing and Enforcing Affirmative Action Policies
149. Writing With Diplomacy, Tact, and Finesse

RESOURCES

1. 10 Ways to Go Green at Work
2. 6 Steps for Creating a Great Company Culture
3. Age Discrimination in the Workplace
4. COBRA Administration Checklist
5. COBRA Notification Chart
6. Diversity in the Workplace: It's More Than Just Race
7. Employee Complaint: An Interviewer's Checklist
8. Employee Handbook Essentials
9. Feds Set New Rules for Background Checks
10. FMLA Checklist for Supervisors
11. Guide to Understanding Which HR Laws Apply
12. Harassment Investigation Quick Guide Checklist
13. Help Your New Employees Beat the "First-Day Jitters"
14. Hiring Forecast Looks Bright in 2012
15. How to Conduct Employee Reviews
16. How to Cut Costs Without Cutting Your Staff
17. Internal Investigator's Checklist: Preparing for an Investigation
18. Interview Preparation Checklist
19. Interviewing -- What You Can and Cannot Ask
20. Interviewing Witnesses Checklist
21. Manager's Interview Checklist
22. New Hire Checklist
23. New Hire Pre-Arrival Checklist
24. Policy Enforcement Checklist
25. Q & A: Department of Labor With Jodie-Beth Galos, Esq., SPHR
26. Recent Supreme Court Decisions and How They Affect Your Business
27. Reference-Checking Questions
28. Religious Accommodation Request Form
29. Sample E-mail Notice for ERISA Electronic Disclosure
30. Sample Interview Notes
31. Sample Letter to Physician Regarding ADA Claim
32. Sample Service Member FMLA Announcement
33. Searching the Social Media Haystack for the Perfect Candidate
34. Study: More Employees Expecting Raises
35. Take the Road Less Traveled — Alternative Recruiting Techniques
36. Telephone Reference Checklist
37. Terminating for Bad Attitudes: A Checklist You Must Have
38. Termination Checklist
39. The Top 25 Oddball Interview Questions
40. Read Now Assign
41. Tips to Navigate Legal Considerations
42. Using the Telephone to Find Your Next Great Job Applicant
43. Verbal Offer Checklist

MANAGEMENT

GUIDED LEARNING

1. Management: Fundamental Skills Learning Path

Required Training 0 of 27 hr Complete

Elective Training 0 of 4 hr Complete

Required Training

Title	Subformat	Time	Status
Assertiveness Skills for Managers and Supervisors	Multiple Available	6 hr	●
Bad News Performance Reviews	On Demand Webinar	1 hr	●
Coaching and Mentoring Skills for Leadership Success	Multiple Available	6 hr	●
Effective Criticism & Discipline Skills for Managers	On Demand Webinar	1 hr	●
How to Deal With Unacceptable Employee Behavior	Multiple Available	6 hr	●
Management Skills for First-Time Supervisors	Multiple Available	6 hr	●
The Supervisors' Guide to Giving On-Target Directions, Helpful Feedback, & Constructive Criticism	Multiple Available	1 hr	●

Elective Training

Title	Subformat	Time	Status
Building a Positive, Motivated, and Cooperative Team	Seminar	6 hr	●
Dealing With the Dreaded "C" ... Conflict in the Workplace	On Demand Webinar	1 hr	●
Employee Development Plans	Multiple Available	1 hr	●
How to Keep Your Employees Engaged & Inspired	On Demand Webinar	1 hr	●
How to Legally Terminate People With Attitude Problems	On Demand Webinar	1 hr	●
How to Successfully Make the Transition to Supervisor	Seminar	6 hr	●
Improving Employee Accountability	Seminar	6 hr	●
Keys to Improving Employee Accountability	On Demand Webinar	1 hr	●
Managing Employees Who Have Rotten Attitudes or Lousy People Skills	On Demand Webinar	1 hr	●
Setting Clear Goals & Performance Expectations for Employees	Multiple Available	1 hr	●
The Manager's Guide to Overcoming Barriers to Execution	On Demand Webinar	1 hr	●

2. Management: Advanced Skills Learning Path

Required Training 0 of 28 hr 23 min Complete

Elective Training 0 of 4 hr Complete

Required Training

Title	Subformat	Time	Status
Dealing With Shift	On Demand Webinar	1 hr	●
Developing Your Emotional Intelligence	Multiple Available	6 hr	●
Ethics in the Workplace	On Demand Webinar	1 hr	●
High-Powered Strategies for Innovative Problem Solving & Decision Making	On Demand Webinar	1 hr	●
How to Be an Inspirational Leader	On Demand Webinar	1 hr	●
How to Build Strategic Thinking Skills	Multiple Available	6 hr	●
How to Handle Conflict and Confrontation	Multiple Available	6 hr	●
How to Make Sure You Keep Your Best and Brightest	On Demand Webinar	1 hr	●
Managing Temporary Workers, Contractors & Consultants	On Demand Webinar	1 hr	●
Preparing High-Potential Employees for Leadership	On Demand Webinar	1 hr	●
Promoting Sensitivity and Tolerance in the Workplace	On Demand Webinar	1 hr	●
Setting the Tone: Lead by Example and Eliminate Harassment in the Workplace	Course	1 hr 22 min 31 sec	●
The Manager's Guide to Overcoming Barriers to Execution	On Demand Webinar	1 hr	●

Elective Training

Title	Subformat	Time	Status
Dealing With the Dreaded "C" ... Conflict in the Workplace	On Demand Webinar	1 hr	●
Group Goal-Setting & Project Planning	Multiple Available	1 hr	●
How to Be an Idea Machine	On Demand Webinar	1 hr	●
How to Effectively Lead Interdepartmental Work Teams	On Demand Webinar	1 hr	●
Improving Mediocre Employee Performance	On Demand Webinar	1 hr	●
Managing Cross-Generational Teams	On Demand Webinar	1 hr	●
The People Side of Project Management	On Demand Webinar	1 hr	●
The Supervisor's Role as Trainer & Coach	Seminar	6 hr	●
Thinking Outside the Lines	Training Not Available	6 hr	●

ON DEMAND WEBINARS

1. 10 Keys to Effective Performance Reviews
2. 10 Tips for Managing Resources in the Workplace
3. 50 WAYS to Become a More Effective Leader Series
4. 8 Traits of High-Integrity Leaders
5. A Manager's Guide to Communicating Unpopular Decisions & Changes
6. A Manager's Playbook
7. Anticipating Change
8. Assertive Disciplining Steps
9. Bad News Performance Reviews
10. Basic Guidelines Good Communications
11. Be a Respected Leader
12. Becoming More Flexible and Change-Oriented
13. Boosting Staff Effectiveness
14. Breaking The News—Announcing Change To Employees
15. Building a Strong Workforce and Team—Building Trust and Respect
16. Building Better Team Communication
17. Building Cooperation & Trust With Your Employees
18. Building Trust & Cooperation Across Organizational Lines
19. Bulletproof Documentation
20. Change Management 101
21. Change That Supports Goals and Values
22. Chronic Complainers
23. Coaching 101—The Essentials
24. Coaching and Mentoring Skills for Leadership Success
25. Coaching Bad Behavior
26. Coaching Sessions
27. Coaching When Performance Slips—What To Do Before The Meeting
28. Common Mentoring Mistakes
29. Confidence & Assertiveness Skills for Women
30. Confidence, Credibility, and Influence Skills for Women
31. Listen Now Assign
32. Creating a Customer Focused Culture: Lessons from Leaders
33. Creating Stretch Goals That Challenge and Motivate Employees
34. Creative Strategies for Training the Unmotivated or Reluctant Learner
35. Creative Team-Building Ideas & Activities
36. Crystal Clear Instructions
37. Dealing With Argumentative and Combative Employees
38. Dealing With Shift
39. Dealing With the Dreaded “C” ... Conflict in the Workplace
40. Delegate for Results
41. Delegate with Finesse—Horizontal Delegation
42. Delegating
43. Delegation Skills for Managers & Supervisors
44. Developing a Success Mindset
45. Developing High Standards and Expectations—Part 1

46. Developing High Standards and Expectations—Part 2
47. Developing Your Leadership Voice: How to Be an Effective Communicator Who Gets Results
48. Discipline and Employee Performance—What To Include In Your Documentation Notes
49. Disciplining While Leaving The Employee's Self-Esteem Intact
50. Discovering How Your Employees Think And Understand
51. Discovering Performance Problems—Ask the Following Questions
52. Document Performance Problems Properly
53. Dr. Cherie Carter-Scott on Overcoming Negativity in the Workplace
54. Dynamic Delegating
55. Effective Criticism & Discipline Skills for Managers
56. Effectively Manage Employee Efforts
57. Effectively Manage Employee Efforts—Managing Different Working Styles
58. Empathetic Coaching
59. Employee Development Plans
60. Employee Discipline Actions That Set You Up For Success
61. Employee Engagement 101
62. Employees Reactions To Change
63. Employment Law for Managers
64. Encouraging Initiatives by Employees Within a Department or Organization
65. Entrepreneurial Thinking for Employees
66. Essential Communication Skills for Managers
67. Establishing a Change-Oriented Culture
68. Failing to Delegate
69. First-Time Supervisor - Professional Certification
70. FISH!
71. Generating Change—Building a Base of Support
72. Getting Employees On Track—Providing Written Directions
73. Getting Employees On Track—Setting Clear Directions
74. Getting Your Employees to Accept and Support Change
75. Giving Criticism That Helps—Without Damaging Morale
76. Giving Feedback
77. Group Goal-Setting & Project Planning
78. Handling Discipline Fairly and Legally Evaluating the Need
79. Harry Paul presents ... Secrets to Getting Your Workplace REVVED!
80. How Employees Resist Change
81. How to Avoid Making a Terrible Hiring Mistake
82. How to Be a Motivating Manager
83. How to Be a Super Sales Coach
84. How to Be an Inspirational Leader
85. How to Boost Morale Through Communication
86. How to Coach Your Team to Exceptional Performance ... The Coach Joe Way!
87. How to Conduct Effective Interviews
88. How to Conduct Effective Virtual Team Meetings
89. How to Conduct More Effective Performance Evaluations
90. How to Create Stress-Free, Easy-to-Maintain Employee Performance Plans

91. How to Deal With Unacceptable Employee Behavior
92. How to Effectively Implement Progressive Discipline in the Workplace
93. How to Effectively Lead Interdepartmental Work Teams
94. How to Effectively Supervise Off-Site Employees
95. How to Facilitate Meetings Effectively
96. How to Give Effective Performance Feedback to Employees
97. How to Handle Emotionally Charged Situations in the Workplace
98. How to Handle Employee Excuses
99. How to Handle Those Awkward Employee Conversations
100. How to Hold Highly Effective Virtual Meetings
101. How to Keep Your Employees Engaged & Inspired
102. How to Keep Your People Motivated in Tough & Uncertain Times
103. How to Legally Terminate Ineffective and Unproductive Employees
104. How to Legally Terminate People With Attitude Problems
105. How to Make Sure You Keep Your Best and Brightest
106. How to Manage a Virtual Team
107. How to Plan Successful Events
108. How to Prevent Employee Burnout
109. How to Provide Effective Employee Discipline
110. How to Revive the Classroom Experience
111. How to Successfully Manage People in a Tough Business Climate
112. How to Supervise People
113. How to Support Unpopular Decisions Made by Upper Management
114. Identifying and Communicating Performance Problems to Employees
115. Identifying the Warning Signs for a Stressed-Out Work Environment
116. Ignite Employee Enthusiasm
117. Ignite Enthusiasm
118. Implementing Flexible Employee Work Schedules
119. Implementing Job Rotation and Cross-Training for Your Team
120. Improve Communication Barriers
121. Improve Communication Pitfalls
122. Improving Mediocre Employee Performance
123. Incorporating Critical Change Leadership Success Factors
124. Increasing Performance and Creativity Through Employee Engagement
125. Influential Leadership: Persuasion Techniques that Aren't Pushy
126. Inspire and Motivate Through Performance Reviews
127. Inspire Creativity and Motivate Employees—Avoid Demotivators
128. Inspiring Employees Through Change and Transition
129. Keeping Your People Revved in Tough & Uncertain Times
130. Key Communication Components—A Four-Point Checklist
131. Keys to Effectively Handling Employee Behavior & Performance Problems
132. Keys to Handling Social Media at Work MySpace, Facebook, and More...
133. Keys to Improving Employee Accountability
134. Keys to Making Every Meeting Count
135. Keys to Overcoming Change
136. Know Your Team
137. Leadership Lessons From North America's Best Places to Work

138. Leadership Secrets of Remarkable Women
139. Leadership Skills for Women in Management
140. Leadership Solutions for: When You're the Boss – But You Have Limited Control
141. Leading The Change Effort—When to Use Group Leadership
142. Leading the Way: Managing Change in the Workplace
143. Low-Cost & No-Cost Ways to Motivate Employees
144. Make Decisions and Solve Problems
145. Making Difficult, Dry Subjects Interesting & Easy for Learners
146. Making Every Team Member Feel Valued
147. Making Meetings More Effective—Appropriate Uses for Meetings
148. Management Skills for First-Time Supervisors
149. Management Skills for Today's Busy Administrative Professionals
150. Manager Series - This program provides three one-hour modules on leadership and dealing with employees, offering managers a chance to perfect their management skills.
151. Managing Active Resistance Effectively
152. Managing Cross-Generational Teams
153. Managing Employees Who Have Rotten Attitudes or Lousy People Skills
154. Managing Temporary Workers, Contractors & Consultants
155. Managing the Emerging Work Force: Gen X & Gen Y
156. Managing Through Professional, Productive Employee Confrontation
157. Master Delegation Skills—Identify What Can and Can't Be Delegated
158. Motivating Your Sales Team to Aim High and Think Big
159. Open Lines of Communication
160. Overcoming Employee Resistance to Change
161. Phrase Your Message for Maximum Impact
162. Pitfalls to Avoid when Delegating
163. Preparing High-Potential Employees for Leadership
164. Preventing Over-Administration and Work Overload
165. Productivity and Time Management for Leaders
166. Project Confidence and Optimism
167. Promoting Sensitivity and Tolerance in the Workplace
168. Proven Morale Boosters
169. Quick and Easy Ways to Give Your Employees What They Crave: FEEDBACK!
170. Reasons Why People Resist Change
171. Records Management, Retention, and Destruction for Administrative Professionals
172. Secrets to Boosting Employee Performance
173. Setting Clear Goals & Performance Expectations for Employees
174. Simple, Smart, and Low-Cost Ways to Recognize & Reward Employees
175. Six Common Employee Complaints: "My Supervisor Doesn't..."
176. Six Essential Steps When Change is Knocking At Your Door
177. Steps for Effectively Delegating
178. Straight Talk for Unproductive and Underperforming Employees
179. Strategic Map for Change-Evaluate The Results
180. Strategic Map for Change—Creating an Action Plan and Involving Employees

181. Strategic Map for Change—Laying the Groundwork
182. Strategies for Being a Stress Buffer During Times of Change
183. Strategies for Turning Potential Management Fads Into Meaningful Changes
184. Success Strategies for the Introverted Leader
185. Successfully Determine Your Goals and Destination
186. Supreme Teams
187. Sustaining The Initiative and Keeping the Momentum Going
188. Taking Charge And Managing Through A Crisis
189. Techniques for Addressing Employee Performance
190. Telephone Skills for Administrative and Front-Desk Professionals
191. Ten Change Actions Most Valued by Top Management
192. Testing Your Change Initiative
193. The Basics of Effective Project Management & Execution
194. The Brand-New Rules of Supervising Front-Line and Entry-Level Employees
195. The Essentials of Diversity in Today's Workplace
196. The Guide to Handling Conflict and Mediation: A Manager's Webinar
197. The Manager's Guide to Overcoming Barriers to Execution
198. The Manager's Role as Teacher and Trainer
199. The Manager's Guide to Handling Employee Conflict
200. The People Side of Project Management
201. The Politics of Change—Factors That Generate Friction
202. The Politics of Change—The Importance of Forging Alliances
203. The Secret to Developing Peak Performers
204. The Secrets of Building Team-Player Thinking
205. The Secrets of People-Centered Leadership
206. The Supervisors' Guide to Giving On-Target Directions, Helpful Feedback, & Constructive Criticism
207. The Supervisors' Guide to Giving On-Target Directions, Helpful Feedback, & Constructive Criticism
208. The Three Types of Coaching Feedback
209. The Trainer's Guide to Creating Interactive Learning Games & Activities
210. Three Conditions of Change Management
211. Time Management Techniques for Remote and Virtual Employees
212. Top 10 Management Survival Skills for First-Time Supervisors
213. Top 10 Morale Improvement Strategies
214. Top Reasons Why Organizational Change Often Fails
215. Turning Around Bad Employee Behavior
216. Turning Employee Negatives Into Positive—Meet With Employees Face to Face
217. Unconscious Mistakes Women Make that Sabotage Careers
218. Understanding Decreased Performance—Part 1
219. Understanding Generations X and Y
220. What's Your Organizational Culture?
221. When Employees Are Reluctant to Change
222. Why Employees Fall Short—Part 1
223. Why Employees Fall Short—Part 2
224. Essential Skills for Success in Today's Businesses More Info

RESOURCES

1. 5 Business Books You Should Read
2. 5 Morale-Boosting Employee Rewards
3. 5 Tips for Motivating Unengaged Employees
4. 7 Barriers to Employee Productivity
5. 7 Barriers to Workplace Productivity
6. 7 Things to Focus on If You Want a Fabulous Career in Management
7. 7 Traits of Successful Leaders
8. Action Plan for Resolving Employee Behavior Issues
9. Are Women the Key to Economic Recovery?
10. Becoming a Better Boss for Your Work Force
11. Blended Learning Gains Traction in Business World
12. Breaking Down Team Communication Barriers
13. Bridging the Generation Gap: Relating to Employees From Different Generations
14. Building a Positive Work Environment
15. Businesses Use Training to Increase Employee Retention
16. Charisma, Leadership, and Execution
17. Coaching Log
18. Coaching Your Team to Great Results
19. Comprehensive Coaching Plan: Question Guide
20. Covering for Vacationing Employees: A Manager's Guide
21. Delegation: 9 Obstacles
22. Employee Development Plan
23. EMPLOYEE RETENTION: Keeping the Talent Happy
24. Employee Self Evaluation Sample
25. Facing Change Head-On
26. From the Classroom to Your Smartphone
27. Helping Employees Develop Ownership and Accountability
28. How to Change Your Management Style
29. How to Handle Generational Issues in the Workplace
30. How to Plan a Company Retreat
31. How to Start a Mentoring Program
32. Identifying and Eliminating Negative Behaviors
33. Increasing Your Management Skills Is a Smart Career Investment
34. Management Self-Assessment
35. Managers Searching for Employee Retention Plans
36. More Bang for Your Buck: Getting Better Results from Your Team
37. Motivating Employees: Myth vs. Reality
38. Overcoming Nine Common Barriers to Learning
39. Performance Improvement Plan: A Sample Outline
40. Performance Review Checklist
41. Problem Definition Questionnaire
42. Problem Solving Checklist
43. Sample Disciplinary Documentation
44. Take the Pain Out of Conducting Employee Evaluations
45. Talent Management: Doing More With Fewer People Without Burning Them Out

46. The 4 Types of Leadership
47. The Key to Keeping Adult Learners Engaged: Don't Compromise!
48. The Role of Mentoring: Developing Your Own Cadre of Jedi Masters
49. THREE KEYS TO CREATING A GREAT COMPANY CULTURE
50. Tips for Dealing With Chronic Complainers
51. Tips for Getting your Team Pumped Up and Ready to Soar
52. Training Audience Profile
53. Training Development Work Plan
54. Trouble in Paradise? How to Confront the Unproductive Employee
55. Turn Your Workplace Into a Classroom
56. Want a Better Return on Investment for Your Training?
57. Ways to Keep the Peace Between Departments
58. What Employers Need to Know About Affirmative Action Audits

MARKETING & SALES

GUIDED LEARNING

1. Customer Service Skills Learning Path

Required Training 0 of 29 hr 7 min Complete

Elective Training 0 of 4 hr Complete

Required Training

Title	Subformat	Time	Status
Assertiveness Skills for Business Professionals	Multiple Available	6 hr	●
Building Rapport and Developing Relationships With Customers	On Demand Webinar	1 hr	●
Creating an Environment of Customer Service Excellence	On Demand Webinar	1 hr	●
Customer Service That Wows!	On Demand Seminar	6 hr	●
Developing Your Emotional Intelligence	Multiple Available	6 hr	●
Effective Goal-Setting and Planning Skills	Course	3 hr 7 min 9 sec	●
Handling Confrontational Customers	On Demand Webinar	1 hr	●
How to Deliver Grand-Slam Customer Service	On Demand Webinar	1 hr	●
How to Effectively Handle Customer Complaints	On Demand Webinar	1 hr	●
How to Think Like Your Customers Think	On Demand Webinar	1 hr	●
The Next Generation of Customer Service: Up-to-Date Tips and Techniques for Keeping Your Customers Satisfied	On Demand Webinar	1 hr	●
Telephone Skills for Customer Service & Sales Professionals	Multiple Available	1 hr	●

Elective Training

Title	Subformat	Time	Status
Customer Research for Sales Professionals	On Demand Webinar	1 hr	●
Handling Difficult and Demanding Customers	Course	2 hr 55 min	●
How to Go From Drained to Energized	On Demand Webinar	1 hr	●
How to Handle Conflict and Confrontation	Multiple Available	6 hr	●
How to Handle Emotions Under Pressure	On Demand Webinar	1 hr	●
Strengthening Your People Skills in the Workplace	Multiple Available	6 hr	●
Thinking Outside the Lines	Training Not Available	6 hr	●

2. Marketing Skills Learning Path

Required Training 0 of 27 hr Complete

Elective Training 0 of 4 hr Complete

Required Training

Title	Subformat	Time	Status
Copywriting Fundamentals	On Demand Webinar	1 hr	●
Copywriting Fundamentals: Overcoming Writer's Block	On Demand Webinar	1 hr	●
Copywriting Fundamentals: Writing Attention-Grabbing Headlines and Compelling Taglines	On Demand Webinar	1 hr	●
Copywriting Fundamentals: Writing for the Web	Multiple Available	1 hr	●
Creating a Social Media Strategy in 5 Simple Steps	Multiple Available	1 hr	●
Developing Surveys and Questionnaires: The Basics	On Demand Webinar	1 hr	●
Facebook Essentials	On Demand Webinar	1 hr	●
How to Build Strategic Thinking Skills	Multiple Available	6 hr	●
How to Create Attention-Grabbing Designs	On Demand Webinar	1 hr	●
How to Write Copy That Sells	On Demand Webinar	1 hr	●
Implementing a Social Media Strategy	On Demand Webinar	1 hr	●
Search Engine Optimization	On Demand Webinar	1 hr	●
Secrets to Building, Growing, and Managing Your Facebook® Fan Base	On Demand Webinar	1 hr	●
The Beginner's Guide to Google Analytics	On Demand Webinar	1 hr	●
The E-Mail and Business Writing Workshop	On Demand Seminar	6 hr	●
The Sales Professional's Guide to Using LinkedIn® and Twitter®	On Demand Webinar	1 hr	●
Using Google+ for Business	On Demand Webinar	1 hr	●

Elective Training

Title	Subformat	Time	Status
Breaking Bad Communication Habits	Seminar	6 hr	●
Creating an Innovative Culture	On Demand Webinar	1 hr	●
Email Marketing 101	On Demand Webinar	1 hr	●
How to Be an Outstanding Communicator	On Demand Seminar	6 hr	●
Keys to Developing Effective E-Newsletters	Webinar	1 hr	●
Making Sense of Web 2.0	On Demand Webinar	1 hr	●
Mobile Marketing for Beginners	On Demand Webinar	1 hr	●
The Copywriter's Workshop	Training Not Available	12 hr	●
The Secrets of Successful Blogs	On Demand Webinar	1 hr	●
Twitter® Essentials	On Demand Webinar	1 hr	●
Using Pinterest for Marketing	On Demand Webinar	1 hr	●
Word-of-Mouth Marketing	On Demand Webinar	1 hr	●

3. Sales Skills Learning Path

Required Training 0 of 17 hr 20 min Complete

Elective Training 0 of 4 hr Complete

Required Training

Title	Subformat	Time	Status
Developing & Delivering Strategic Sales Presentations	On Demand Webinar	1 hr	
Effective Goal-Setting & Planning Skills	Training Not Available	6 hr	
Generating Solid Sales Leads & Referrals	On Demand Webinar	1 hr	
Negotiating a Win-Win Scenario	On Demand Webinar	1 hr	
Overcoming Sales Objections	On Demand Webinar	1 hr	
Super Sales Strategies: Overcoming Price Resistance	On Demand Webinar	1 hr	
Super Sales Strategies: Power Techniques for Closing Sales	On Demand Webinar	1 hr	
Telephone Skills for Customer Service & Sales Professionals	Multiple Available	1 hr	
The Salesperson's Guide to Reaching Decision Makers	On Demand Webinar	1 hr	
Winning Without Intimidation	Course	3 hr 20 min 13 sec	

Elective Training

Title	Subformat	Time	Status
Assertiveness Skills for Business Professionals	Multiple Available	6 hr	
Customer Research for Sales Professionals	On Demand Webinar	1 hr	
Developing Your Emotional Intelligence	Multiple Available	6 hr	
Essential Skills of Dynamic Public Speaking	Seminar	6 hr	
How to Be a Super Sales Coach	On Demand Webinar	1 hr	
How to Generate Sales Leads Through Social Media	On Demand Webinar	1 hr	
Motivating Your Sales Team to Aim High and Think Big	On Demand Webinar	1 hr	
Sales Success Strategies for Prospecting and Cold-Calling	On Demand Webinar	1 hr	
Secrets for Selling Over the Phone	On Demand Webinar	1 hr	
Strengthening Your People Skills in the Workplace	Multiple Available	6 hr	
The Sales Professional's Guide to Using LinkedIn® and Twitter®	On Demand Webinar	1 hr	

ON DEMAND WEBINARS

1. Angry Customers
2. Building Rapport and Developing Relationships With Customers
3. Click-to-Chat Best Practices
4. Communicating By Phone
5. Communication Breakdowns
6. Complaining, Rude, Demanding and Abusive Customers
7. Content Marketing: Tips for the Real World
8. Copywriting Fundamentals: Overcoming Writer's Block
9. Copywriting Fundamentals: Writing Attention-Grabbing Headlines and Compelling Taglines
10. Copywriting Fundamentals: Writing for the Web
11. Create Better Understanding Through Active Listening
12. Creating a Facebook Page for Your Organization
13. Creating a Social Media Strategy in 5 Simple Steps
14. Creating an Environment of Customer Service Excellence
15. Creating an Innovative Culture
16. Critical Thinking & Problem Solving Skills
17. Customer Research for Sales Professionals
18. Customer Service and Support Centers
19. Customer Service Representative - Professional Certification
20. Customer Service That Wows!
21. Dealing with Customer Complaints
22. Dealing with Others to Get Problems Resolved
23. Developing & Delivering Strategic Sales Presentations
24. Developing Surveys and Questionnaires: The Basics
25. Email Marketing 101
26. Ethics in the Workplace
27. Express Yourself
28. Facebook Essentials
29. Five Keys to Superstardom
30. Generating Solid Sales Leads & Referrals
31. Getting Results Without Authority
32. Handling Confrontational Customers
33. Handling Difficult and Demanding Customers
34. How to Create Attention-Grabbing Designs
35. How to Deliver Grand Slam Customer Service
36. How to Effectively Handle Customer Complaints
37. How to Find and Attract Excellent Customer Service Professionals
38. How to Generate Sales Leads Through Social Media
39. How to Handle Customer Complaints
40. How to Handle Emotionally Charged Situations in the Workplace
41. How to Handle Emotions Under Pressure
42. How to Think Like Your Customers Think
43. How to Write Copy That Sells
44. Implementing a Social Media Strategy

45. Indecisive Customers
46. Inevitable Complaints
47. Listening
48. Look at the Big Picture
49. Making Sense of Web 2.0
50. Making the Customer's Experience Easy
51. Mobile Marketing for Beginners
52. Motivational Techniques for Customer Service Professionals
53. Listen Now Assign
54. Nonverbal Communication
55. Overcoming Sales Objections
56. People with Heavy Accents
57. Professional Typography Tips and Tricks
58. Responding in Writing
59. Sales Success Strategies for Prospecting and Cold-Calling
60. Search Engine Optimization
61. Secrets for Selling Over the Phone
62. Secrets to Building, Growing, and Managing Your Facebook® Fan Base
63. Social Media and the Evolution of Customer Service
64. Social Networking Techniques
65. Super Sales Strategies: Overcoming Price Resistance
66. Super Sales Strategies: Power Techniques for Closing Sales
67. Talkative, Nontalkative, and Flirty Customers
68. Telephone Skills for Customer Service & Sales Professionals
69. The Customer Experience
70. The Essentials of E-mail and Business Writing
71. The Next Generation of Customer Service: Up-to-Date Tips and Techniques for Keeping Your Customers Satisfied
72. The Sales Professional's Guide to Using LinkedIn® and Twitter®
73. The Salesperson's Guide to Reaching Decision Makers
74. Time Management Tips
75. Twitter® Essentials
76. Understanding What Your Customer Really Wants
77. Unhappy or Argumentative Customers
78. Up-to-date Tips and Techniques for Keeping Your Customers Satisfied
79. Upselling without Fear: Locking Customers into Your Products
80. Using Pinterest for Marketing
81. What Do Customers Want?
82. When Rules and Regulations Get in the Way
83. When You Have to Say No
84. When You Make a Mistake
85. Word-of-Mouth Marketing
86. Working with Senior Citizens

RESOURCES

1. 5 Reasons Your Business Should Use Social Media Marketing
2. 7 Ways to Foster Innovation in the Workplace
3. Audience Discovery Assessment
4. Copywriter's Brief
5. Customer Service Reps' Personal Stress Inventory
6. How Do Your Gifts Reflect Your Brand?
7. How to Advertise for Free on the Internet
8. How to Best Utilize LinkedIn
9. How to Create A Great Customer Service Experience
10. How to Improve Your Brainstorming Sessions
11. How To Turn Customer Service into Customer Satisfaction
12. Identifying Features and Benefits
13. Small Businesses Starting to Embrace Social Media
14. Strengthen Your Brand
15. The Small Business Survival Kit
16. The Value of a Customer Calculator

OPERATIONS

ON DEMAND WEBINARS

1. 8 Steps for Highly Effective Negotiation
2. Letting the Other Person Have Your Way More Info
3. Bargaining With Vendors and Suppliers
4. Emergency Response & Disaster Planning
5. Hazard Communication Standard Compliance Training Update
6. HAZCOM: Modification of the Hazard Communication Standard
7. How to Be a Tough-as-Nails Negotiator
8. How to Control Workers' Compensation Costs
9. Negotiating a Win-Win Scenario
10. Negotiation Strategies to Turn No into Yes
11. OSHA Record-keeping Compliance
12. Preventing & Handling Workplace Violence
13. Purchase Agreements: Negotiation Strategies You Need to Know
14. Safety Incentive Programs that Comply with OSHA
15. The Art of Striking Great Deals with Vendors & Suppliers
16. The Essentials of Front Desk Safety and Security

RESOURCES

1. Accident Investigation Report
2. Checklist of Items to Provide OSHA When Reporting a Catastrophe
3. Checklist to Determine Ergonomic Risk Factors
4. Delivery Tracking Sheet
5. Emergency Preparedness — Standard FEMA Checklist Criteria for Business Recovery
6. Employee Survey on Workplace-Violence Hazard Assessment
7. Hepatitis B Vaccine Declination
8. Machine Guarding Checklist
9. Personal Office Safety and Health Checklist
10. Program Evaluation Profile
11. Telephone Bomb Threat Checklist
12. Visitor Tracking Record

PERSONAL DEVELOPMENT

GUIDED LEARNING

1. Personal Development Skills Learning Path

Required Training 0 of 20 hr 7 min Complete

Elective Training 2 of 4 hr Complete

Training				
Title	Subformat	Time	Status	
Assertiveness Skills for Business Professionals	Multiple Available	6 hr	●	
Business Etiquette 101	On Demand Webinar	1 hr	●	
Creating a Professional Development Plan	On Demand Webinar	1 hr	●	
Effective Goal-Setting and Planning Skills	Course	3 hr 7 min 9 sec	●	
How to Deal With Office Politics	On Demand Webinar	1 hr	●	
Social Networking Techniques	On Demand Webinar	1 hr	●	
The E-Mail and Business Writing Workshop	On Demand Seminar	6 hr	●	
Traits of High Achievers	On Demand Webinar	1 hr	●	
Elective Training				
Title	Subformat	Time	Status	
12 Unbreakable Laws of Professional Success	On Demand Webinar	1 hr	●	
A New Attitude	Course	1 hr 55 min	●	
Managing Multiple Projects, Competing Priorities & Tight Deadlines	On Demand Seminar	6 hr	●	
Proactive Career Management	On Demand Webinar	1 hr	●	
Strengthening Your People Skills in the Workplace	Multiple Available	6 hr	●	
Stress Management	Course	1 hr 3 min	●	
Striking a Healthy Work/Life Balance	On Demand Webinar	1 hr	●	
The 7 Dos and Don'ts of Building Your Professional Image	On Demand Webinar	1 hr	●	
The Extraordinary Benefits of Positive Thinking & Self-Talk	On Demand Webinar	1 hr	●	

ON DEMAND WEBINARS

1. 10 Traits of Self-Motivated People
2. 10 Ways to Stand Out in a Crowd
3. 12 Unbreakable Laws of Professional Success
4. 5 Steps to Turn Email into a Powerful Tool
5. 52 Ways to a Powerful Resume
6. 52 Ways to Build Your Child's Self-Esteem
7. 52 Ways to Get More Done
8. 52 Ways to Stretch Your Paycheck
9. 9 Steps to Reduce Stress Before Presentations
10. A New Attitude
11. Achieving Goals and Establishing Balance--Are you Over Administering Yourself?
12. Angry Customers
13. Assertiveness Skills: A Guide to Positively Successful Communication
14. Assessing Your Interpersonal Skills
15. Avoid Drowning in Paperwork—Paper or Computer?
16. Avoiding Taking On Too Much
17. Avoiding the Paper Chase—Clear Your Space
18. Building Memory Skills
19. Burnout
20. Business Ethics & Integrity
21. Business Etiquette 101
22. Career Damaging Mistakes
23. Combating Apathy in the Workplace
24. Communicating With Tact & Finesse
25. Conquering Interruptions--Evacuating "Stop-In" Visitors Part 1
26. Conquering Interruptions--Evacuating "Stop-In" Visitors Part 2
27. Conquering Interruptions—Prevention Techniques
28. Creating a Professional Development Plan
29. Creating a Successful Work and Life Balance
30. Critical Thinking & Problem Solving Skills
31. Dangers of Over-Stress
32. Determining Priorities When They Collide
33. Determining Priorities--Focusing Your Energies On The Results of Each Priority
34. Determining Priorities—Management Definitions
35. Developing a Success Mind-Set
36. Developing a Weekly Schedule
37. Developing Brand "You" - Stand Out and Succeed!
38. Developing Personal Charisma
39. Effective Goal-Setting and Planning Skills
40. Embrace the Chaos
41. Establishing and Maintaining Clear Boundaries
42. Establishing Balance In Your Life
43. Ethics in the Workplace
44. Extinguishing Burnout & Eliminating Job Overload
45. Finding Your Purpose & Passion

46. Handling Information Overload
47. High-Powered Strategies for Innovative Problem Solving & Decision Making
48. How to Avoid Making a Costly Mistake When Reading & Signing Contracts
49. How to Be an Idea Machine
50. How to Build Strategic Thinking Skills
51. How to Deal With Office Politics
52. How to Effectively Support Multiple Bosses
53. How to Get More Energy and Less Stress
54. How to Go From Drained to Energized
55. How to Handle Emotions Under Pressure
56. How to Keep Devices from Killing Workplace Productivity
57. How to Manage Priorities & Time
58. How to Manage Your Boss
59. How to Plan for Retirement in the New Economy
60. How to Plan Successful Events
61. How to Stay Focused
62. Identifying Your Personal Peak Productivity Time
63. Increase Your Visibility
64. Keys To Clarifying Your Priorities
65. Making Better Business Decisions
66. Making Realistic Time Estimates
67. Managing Chaos and Pressure at Work
68. Managing Creative Talent
69. Managing Multiple Projects, Competing Priorities & Tight Deadlines
70. Managing Your Paper—Four Things To Toss Immediately
71. Me and My Self-Esteem
72. Motivation and Goal-Setting
73. No or Low Energy
74. Organization 101—How Organizing Your Environment Can Improve Your Productivity
75. Organization
76. Organizing and Planning Each Day
77. People Skills #1 Driver
78. Pressure Isn't Temporary, It's a Fact Of Life—Managing Your Pressure
79. Prioritization
80. Proactive Career Management
81. Professional Development Strategies
82. Professional Edition Demonstration
83. Project Management, Organization, and Time Management for the Service Professional
84. Relaxation Techniques
85. Saying No
86. Secrets to Reducing Your Stress at Work
87. Trainer: Cohen, Gail
88. Subformat: Audio Program
89. Self-Improvement 101
90. Self-Motivation Tips for Combatting Burnout

91. Shortcuts to Creating and Maintaining Organized Files and Records
92. Simple, Quick & Stress-Free Organization Strategies
93. Six Steps to Developing Good Time Management Habits
94. STAR12 Enterprise Edition Demonstration
95. Strategies for Saying "No"
96. Stress Management
97. Stress Management—Dealing with Commonplace Stressors
98. Striking a Healthy Work/Life Balance
99. Ten Essential Questions for Every Document Before You File It
100. The 7 Dos and Don'ts of Building Your Professional Image
101. The Extraordinary Benefits of Positive Thinking & Self-Talk
102. The Immutable Rules of Career Advancement
103. The Most Popular Smartphone Apps for Work
104. The Optimism Course
105. The Polished Professional
106. The Power of Innovative Thinking
107. The Secrets to Lasting Personal Change
108. The Working Woman's Guide to Creating Balance & Letting Go of Stress self improvement
109. The Working Woman's Guide to Creating Balance & Letting Go of Stress Trainer
110. Time Management Tips and Techniques
111. Time Management Tips
112. Time Wasters
113. Time Wasting Traps
114. Tips for Establishing Yourself as a Leader
115. Tips for Reducing Stress in Your Life
116. Tips for Tooting Your Own Horn
117. Too Much Work...Too Few people...Too Little Time
118. Top Traits Upper Management Looks For
119. Traffic Workflow, Deadlines and Priorities
120. Traits of High Achievers
121. Using Email and Fax As Priority Management Tools
122. Using Gantt Timelines to Manage and track Your Progress
123. Using LinkedIn to Maximize your Networking Plan
124. Using Your BlackBerry® to Boost Your Productivity
125. Using Your Smartphone to Boost Productivity
126. Who Kidnapped Excellence?
127. Words of Wisdom
128. Work Around High Energy and Stress

RESOURCES

1. 10 Traits of Self-Motivated People
2. 12 Ways to Impress a New Employer
3. 4 Cs for Maintaining Emotional Self-Control at Work
4. 4 Ways to Manage an Autocratic Boss
5. 5 Free Online Tools to Make Work Easier
6. 5 Ways to Build a Stronger Relationship With Your Boss
7. 5 Ways to Get More Done
8. 6 Etiquette Tips for Your Office Party
9. 6 Steps to Job Security and Success
10. 6 Ways to Get Axed
11. 7 Ways to Impress Your Boss
12. 9 Ways to Get More Done
13. Abraham Lincoln's Letter to His Son's Teacher
14. Achieving Fulfillment in the Workplace: Myth or Reality?
15. Are You an Office Junk-aholic?
16. Avoiding 5 Fatal Workplace Mistakes
17. Beating Job Burnout
18. Boost Your Bottom-Line: Negotiating a Better Salary
19. Breaking Free from Old Thinking Ruts
20. Breaking Out of Your "Career Comfort Zone"
21. Building a Productive Relationship With Your Boss
22. Coping With Deadlines
23. Creative Thinking Techniques: A Lesson From Those Little Yellow Sticky Notes
24. Determining Your Priorities
25. Documenting Your Accomplishments
26. Don't Blame Me! A New Study Shows Older Workers NOT Taking Jobs From Younger Workers
27. Employers Seeking 'Purple Squirrels'
28. Feeling Underappreciated? Toot Your Horn!
29. Get The Job YOU WANT: Questions YOU Should Ask During an Interview
30. Getting Motivated: 5 Tips
31. Getting to Know You... Tips on Getting to Know Your Boss
32. Handling the New Sheriff in Town... Tips for Starting Off Right With a New Boss
33. Holiday Parties: Career-Building Dos and Don'ts
34. How to Control Your Future Success
35. How to Give Yourself a Career Makeover
36. How to Handle a Boss That's Bad-to-the-Bone
37. How to Reach Your Productive Peak
38. How to Run Damage Control After You've Made a Big Mistake
39. Improve Your Job Security by Becoming an Invaluable Employee
40. Learn How - and When - to Say No
41. Managing Projects & Priorities
42. Market Yourself With A Powerful Resume
43. Most Employees Neglect 401(k) Management
44. No Vacation? You're Not Alone

45. Office Drama, Cubed: Solving Personal Space Issues at Work
46. Office Romance — Career Perk or Career Suicide?
47. Organization Self Survey
48. Personal Peak Productivity Time
49. Pinpoint Your Key Stressors and Stress Level
50. Recycling Works ...
51. Rekindling Your Passion for Work
52. Signs You Work in a Fear-Based Workplace
53. Signs You're Burnt Out
54. STAR12 Gets A Huge Upgrade
55. Stop Wasting Time! 7 Tips to Get You Back On Track
56. Stress Management Action Plan
57. Surviving the Professional/Personal Life Balancing Act - It Can Be Done!
58. The American Dream is Changing
59. Tips and Techniques for Taking Notes
60. Top 10 Company Perks
61. Top 10 Office Pet Peeves
62. Top 10 Phone Apps For Work
63. Want a Job? Give Me Your Facebook Password
64. What To Do When You're Passed Over for a Promotion
65. When Your Project Deadline Looms: How to Avoid Potential Crisis
66. Who's the Boss?
67. Why Perfectionism Could be Ruining Your Career
68. Work following you home? Discover 4 Ways to Throw it Off Track!
69. Workplace Manners: 14 Dos and Don'ts for Acting With Class

PREMIUM CONTENT

ON DEMAND WEBINARS

1. Beyond the 7 Habits
2. BusinessThink
3. First Things First
4. Focus - Achieving Your Highest Priorities
5. Focus
6. Great Work Great Career
7. How to Develop Your Family Mission Statement
8. How to Develop Your Personal Mission Statement
9. Life Matters
10. Predictable Results in Unpredictable Times
11. Principle-Centered Leadership
12. Speed of Trust Unabridged
13. Stephen R. Covey on Leadership
14. The 4 DISCIPLINES of Execution
15. The 6 Most Important Decisions You'll Ever Make Unabridged
16. The 7 Habits for Highly Effective Teens Unabridged
17. The 7 Habits for Highly Effective Teens
18. The 7 Habits for Managers
19. The 7 Habits of Highly Effective Families
20. The 7 Habits of Highly Effective Marriage
21. The 7 Habits of Highly Effective People Anniversary Unabridged
22. The 7 Habits of Highly Effective People
23. The 7 Habits Signature Series - Habits 1-7
24. The 8th Habit Special Abridgement
25. The 8th Habit Unabridged
26. The Leader in Me Unabridged

TECHNOLOGY

GUIDED LEARNING

1. Technology/Microsoft Office Skills Learning Path

Required Training 0 of 20 hr Complete

Elective Training 0 of 4 hr Complete

Required Training

Title	Subformat	Time	Status
Advanced Training for Microsoft® Excel	Multiple Available	6 hr	
Getting Started With Microsoft Project	Multiple Available	1 hr	
Harnessing the Power of Excel Database Features	On Demand Webinar	1 hr	
How to Get Started With Microsoft Access	Multiple Available	1 hr	
Mastering Excel Functions and Formulas	Multiple Available	1 hr	
Microsoft Excel®: Become a Power User	Multiple Available	6 hr	
Outlook Tips, Tricks & Techniques	Multiple Available	1 hr	
Microsoft Outlook: Advanced Features and Functions	On Demand Webinar	1 hr	
Microsoft Word: Tips and Techniques for Using Layout Tools	On Demand Webinar	1 hr	
Microsoft PowerPoint: Smart Shortcuts and Expert Secrets	Multiple Available	1 hr	

Elective Training

Title	Subformat	Time	Status
How to Avoid the WORST PowerPoint Mistakes People Make	Multiple Available	1 hr	
How to Build Microsoft® Access® Tables	On Demand Webinar	1 hr	
How to Create and Deliver Exceptional PowerPoint Presentations	Seminar	6 hr	
How to Get Started With Microsoft SharePoint	Multiple Available	1 hr	
How to Use Microsoft Excel PivotTables to Easily Summarize and Analyze Data	On Demand Webinar	1 hr	
Mastering Microsoft Excel Macros	Multiple Available	1 hr	
Microsoft® Project® Tips and Techniques	On Demand Webinar	1 hr	
Microsoft Project®: Tracking Projects and Creating Project Reports	On Demand Webinar	1 hr	
Microsoft Word®: Manipulating and Embedding Charts and Tables	On Demand Webinar	1 hr	
Microsoft Excel: Creating Custom Visual Elements	On Demand Webinar	1 hr	
Organizing and Managing Data in Microsoft Excel	On Demand Webinar	1 hr	
Power Tips & Shortcuts for Creating Microsoft® Excel® Charts and Graphs	On Demand Webinar	1 hr	
Time-Saving Microsoft Excel Tips & Shortcuts For Every User	Multiple Available	1 hr	
Working With Microsoft® Excel Solver	On Demand Webinar	1 hr	

ON DEMAND WEBINARS

1. 10-Second Charts
2. Absolute/Mixed References
3. Adding an Email Reminder
4. Adding Comments
5. Additional Formulas
6. Adobe Illustrator®: Illustrator for the Web and Interactive Design
7. Adobe Illustrator®: Power Shortcuts & Techniques
8. Adobe InDesign Essentials: How to Get Started With Adobe InDesign
9. Advanced Filter
10. Advanced Training for Microsoft® Excel
11. Arranging Pictures and Shapes
12. Assign a Task in Outlook 2007
13. Assigning Passwords to Cell Ranges
14. Boosting Your Productivity with Excel Workbooks
15. Calendar Reminders
16. Changing Chart Data Areas
17. Changing Chart Types
18. Chart Titles
19. Charting Tools
20. ClipArt, WordArt, Pictures, Shapes
21. Column Widths, Row Heights, Alignment
22. Create a Simple Task in Outlook 2007
23. Create Contacts from Outlook Emails
24. Create Email Reminders in Outlook 2007
25. Create Email Tasks
26. Create Pick List for Data Entry
27. Creating Array Formulas
28. Creating Averages
29. Creating Excel Dashboards: Tips for CFOs and Finance Pros
30. Creating PivotTables and PivotCharts
31. Creating Totals With AutoSum
32. Creating Word Reports from Templates
33. Custom Views and Outlining
34. Customizing Styles
35. Data Entry Techniques and AutoFill
36. Date/Time Entry Techniques
37. Design Essentials: Professional Color Selection and Management
38. Displaying Multiple Workbooks & Worksheets
39. Drawing Tables in Word
40. Editing Cells, Undo and Redo
41. Entering and Copying Formulas
42. Excel 2007 Interface Overview
43. Excel 2007 Level 1
44. Excel 2007 Level 2
45. Excel 2007 Level 3

46. Excel for Mac Users
47. Excel VLOOKUP Function
48. Extracting Data with Drill-Down
49. File Passwords
50. Financial Functions
51. Flagging Email as Tasks
52. Flagging Emails in Outlook 2007
53. Formatting Charts
54. Formatting Tables
55. Formulas Across Multiple Sheets
56. Formulas and Totals in Tables
57. Freeze/Unfreeze Panes
58. FREQUENCY, TREND, GROWTH
59. Functions: FIND, LEFT, RIGHT, MID
60. Functions: TRIM, Concatenation
61. Functions: UPPER, LOWER, PROPER
62. Getting Started with Evernote®: Your Guide to Project Management
63. Getting Started With Microsoft Project
64. Getting Started with Shortcuts
65. Goal Seek and Solver
66. Google Alerts
67. Google Date Range Searching
68. Google for Definitions
69. Grouping/Ungrouping
70. Harnessing the Power of Excel Database Features
71. Hiding/Unhiding Columns and Rows, Transpose
72. Horizontal and Vertical Split Screens
73. How to Avoid the WORST PowerPoint Mistakes People Make
74. How to Build Microsoft® Access® Tables
75. How to Format Tables, Charts, and Columns in Microsoft® Word®
76. How to Get Started With Adobe® Photoshop®
77. How to Get Started With Microsoft Access
78. How to Get Started With Microsoft SharePoint
79. How to Increase Your Productivity with MS Outlook
80. How to Use Adobe Acrobat
81. How to Use Crystal Reports
82. How to Use Microsoft Excel PivotTables to Easily Summarize and Analyze Data
83. How to Use Microsoft® Excel® PivotTables® to Easily Summarize and Analyze Data
84. HTML for Beginners
85. IF Functions and Relational Operators
86. Improved Shortcuts
87. Inserting and Deleting Sheets
88. Inserting/Deleting Columns, Rows, and Cells
89. Internet Explorer Search Box
90. Introduction to Adobe Bridge
91. iPads: Harnessing the Full Power of the Newest Must-Have Tool for Work!

92. Locking Cells and Protecting Worksheets
93. Logical Operators AND & OR with IF Function
94. Macro Creation Concepts
95. Macro Running Techniques
96. Make Appointments from Emails in Outlook 2007
97. Mastering Excel Functions and Formulas
98. Mastering Microsoft Excel Macros
99. Math Functions
100. Microsoft Excel: Creating Custom Visual Elements
101. Microsoft Excel®: Become a Power User
102. Microsoft Outlook: Advanced Features and Functions
103. Microsoft PowerPoint: Smart Shortcuts and Expert Secrets
104. Microsoft Project®: Tracking Projects and Creating Project Reports
105. Microsoft Word: Tips and Techniques for Using Layout Tools
106. Microsoft Word®: Manipulating and Embedding Charts and Tables
107. Microsoft® Office® 2010
108. Microsoft® Project® Tips and Techniques
109. Moving and Copying Cells
110. Moving and Copying Sheets Across Workbooks
111. Nested IF Functions
112. New Menu Overview for Word 2007
113. Numeric Formatting
114. Opening a New Link in a New Tab or Window
115. Organizing and Managing Data in Microsoft Excel
116. Other Functions - Function Overview
117. Outlining and Multiple Level
118. Outlook Categories
119. Outlook Color Coding
120. Outlook Email Filters
121. Outlook Task Overview
122. Outlook Tips, Tricks & Techniques
123. Photoshop® Essentials: Design Effects for Intermediate to Advanced Users
124. Photoshop® Essentials: Photo Retouching and Restoration
125. Photoshop® Fundamentals: Keys to Better Graphics and Photos
126. Photoshop® Fundamentals: Working with Channels and Masks
127. Photoshop® Shortcuts and Tips for Beginners
128. Power Tips & Shortcuts for Creating Microsoft® Excel® Charts and Graphs
129. Print Preview, Page Setup, Page Break Preview
130. Printing Tips
131. Protecting Workbooks
132. Quick Access Bar for Word 2007
133. Quick Tables in Word
134. Rearranging Data
135. Renaming, Manipulating, and Grouping Sheets
136. Rounding Functions
137. Saving a PDF
138. Saving a Webpage

139. Saving Web Images
140. Saving, Opening and Closing Files
141. Scenarios
142. Search Engine Optimization
143. Searching Google with Quotations
144. Selecting Data and Creating Charts
145. Setting Multiple Home Pages
146. Setting Up An RSS Feed
147. Sharing and Tracking
148. Single Level Subtotals
149. Smart Art Overview for Word 2007
150. Sorting From Menu or Toolbar
151. Sorting With Custom Lists
152. Statistical Functions
153. Styles Overview for Word 2007
154. Table Overview for Word
155. Take Control of Your Inbox
156. Taming Gridlines in Excel
157. The Basics of Cloud Computing
158. The Basics of Pay-Per-Click Advertising on Google, Bing, and Yahoo
159. The Beginner's Guide to Google Analytics
160. The Office Button
161. The Quick & Easy Way to Create Microsoft® PowerPoint® Presentations
162. The Ribbon and The Quick Access Toolbar
163. The Secrets of Successful Blogs
164. Time-Saving Microsoft Excel Tips & Shortcuts For Every User
165. Tracing Dependent/Precedent Cells
166. Tracking Changes
167. Understanding RSS
168. Using Date/Time Formulas and Functions
169. Using Formulas to Control Formatting
170. Using Formulas to Restrict Data
171. Using Google as a Calculator
172. Using Range Names in Formulas
173. Using RSS in Outlook
174. Using Simple and Custom Filters
175. View Now Assign
176. Using Specific Chart Types
177. Using Tab Groups
178. Using Tabs
179. Value-Based Formatting
180. VBA Basics
181. Viewings Tasks in Outlook 2007
182. VLOOKUP Function
183. Web Queries
184. What Does Autoarchive Do?
185. Windows® 7: Tips, Tricks, and Techniques

186. Word's Office Compatibility Pack
187. Word's Shapes Overview
188. Word's Shapes Shadow Effects
189. Word's Table Eraser
190. Workbooks, Worksheets, Columns, and Rows
191. Working With Microsoft® Excel Solver
192. Working with Pictures
193. Zooming in quickly

RESOURCES

1. The 3 Critical Factors To Great Web Design
2. What a Website Should Do for Your Small Business