



## Vubiz Course Catalogue

### BUSINESS SKILLS

#### Business Communication

Communicating Non Verbally  
Enhancing Your Speaking Skills  
Report Organization and Presentation  
Communicating Persuasively  
Communication Basics  
Communicating Negative Messages  
Communicating Cross Culturally  
Telephone Techniques  
Business Writing: Reports and Proposals  
Business Writing: Preparation  
Communicating Interpersonally  
Business Writing: Letters and E-mails  
Communicating at Work  
Communicating Proactively  
Communicating Reactively  
Presentation Skills  
Communication Topics  
Communicating as a Team  
Individual Listening Skills  
Communicating Negative Messages  
Business Writing: Being Effective  
Cross Cultural Training  
    What is Culture?  
    What is Your Culture?  
    Introduction to Basic Cultural Differences  
    Global Communications  
    Culture in the Workplace  
Email Etiquette  
Writing Effective E-Mails  
  
Individual Productivity Enhancement  
Individual Leadership Power  
Project Management: The Basics  
Meeting Effectiveness  
Project Management: Getting Ready  
Communicating Non Verbally  
Communicating as a Team  
Enhancing Your Speaking Skills  
Report Organization and Presentation  
Communicating Persuasively  
Quality Management Refresher  
Problem Solving in the Workplace  
Problem Solving: The 5 Steps  
Work Process Basics  
Communicating Negative Messages  
Conflict Management  
Communicating Cross Culturally  
Delegation  
Strategies for Meeting Goals  
Project Management: Goals and Stakeholders  
Telephone Techniques  
Business Writing: Reports and Proposals  
Business Writing: Preparation  
Business Writing: Being Effective  
Communicating Interpersonally  
Business Writing: Letters and E-mails  
Communicating at Work  
Communicating Proactively  
Communicating Reactively

#### Business Management

Union Free: A guide for Managers and Supervisors  
How to comply with HIPAA  
Making Change Successful not Stressful  
Change Management  
    Change Management - Coping with Change  
    Change Management - Managing Change  
Emotional Intelligence for Personal Leadership  
Certified Government Contractor Program - 5 modules  
Introduction to Risk Management  
Leadership for the Future  
    Introduction to Leadership  
    Personal Leadership  
    The Vision of Leadership  
    Leading Your Resources  
    Empowering Your People  
Effective Staff Meetings  
Effective Leadership  
Working Well with Others  
Developing Diverse Teams  
Individual Leadership Power  
Meeting Effectiveness  
Communicating Persuasively  
Running Effective Meetings  
Using Leadership Basics  
Running Effective Teams  
Delivering Effective Feedback  
Change Management  
Conflict Management  
Communicating Cross Culturally  
Delegation |  
Team Problem Solving  
Communicating Proactively  
Communicating Reactively  
Negotiating Skills For The Professional  
Valuing Diversity  
Being a Successful Supervisor  
Employee Motivation  
Developing A Strong Leadership Team  
Delegating I  
Delegating II  
Individual Productivity Enhancement  
Individual Leadership Power  
Project Management: The Basics  
Project Management: Getting Ready  
Communicating Non Verbally  
Communicating as a Team  
Enhancing Your Speaking Skills  
Report Organization and Presentation  
Communicating Persuasively  
Quality Management Refresher  
Problem Solving in the Workplace  
Problem Solving: The 5 Steps  
Work Process Basics  
Communicating Negative Messages  
Conflict Management  
Communicating Cross Culturally  
Delegation |  
Team Problem Solving  
Communicating Proactively

Management & Team Building  
Individual Productivity Enhancement  
Individual Leadership Power  
Meeting Effectiveness  
Communicating as a Team  
Running Effective Meetings  
Running Effective Teams  
Acting Effectively on a Team  
Doing Performance Reviews  
Quality Management Refresher  
Problem Solving in the Workplace  
Problem Solving: The 5 Steps  
Conflict Management  
Communicating Cross Culturally  
Delegation  
Strategies for Meeting Goals  
Team Problem Solving  
Job Candidate Interviewing  
Sales: Team Effectiveness  
Developing A Strong Leadership Team

Management Practices in Information Technology Certificate

Introduction to Management Practices in IT  
Basic IT Components  
Computing and the Internet  
Corporate Strategy  
Tactical Management – Planning and Acquiring  
Tactical Management – Implementing and Maintaining  
Distance and Mobile Computing  
The IT Consulting Environment  
Current Issues in IT Management

Future Trends in Management Consulting

Negotiating for Success

Module 1: Defining Negotiation  
Module 2: Using Persuasion  
Module 3: Planning for Negotiation  
Module 4: Negotiating Tactics  
Module 5: The Fabric of Negotiation  
Module 6: The Power/Interest Cycle

Operations Management

Introduction to Operations Management  
Product and Process Development  
Logistics Management  
Work Management  
Facilities Management  
Services Operations

Individual Leadership Power  
Problem Solving in the Workplace  
Problem Solving: The 5 Steps  
Work Process Basics  
Team Problem Solving  
Developing A Strong Leadership Team

Communicating Reactively  
Valuing Diversity  
Being a Successful Supervisor  
Employee Motivation  
Developing A Strong Leadership Team  
Delegating I  
Delegating II  
Management & Supervisory Modules

Strategic Management Certificate

Enabling the Next Generation Enterprise  
Customer Profitability Analysis  
Applying the Balanced Scorecard  
Implementing Process Management  
Strategic Partnering  
Implementing Self-Directed Work Teams

Succession Planning

Valuing Your Business  
Getting the Most for Your Business

Supplier Management

Module 1: Supply Positioning  
Module 2: Market Assessment  
Module 3: Supplier Appraisal  
Module 4: Supplier Preference  
Module 5: Market Matrix  
Module 6: Vulnerability Management  
Module 7: Supplier Selection  
Module 8: Contract Award  
Supplier Management Case Study 1  
Supplier Management Case Study 2  
Supplier Management Case Study 3

What's in a Price?

Module 1: Finance Reports  
Module 2: Finance Ratios  
Module 3: Costing Methods  
Module 4: Pricing Policy  
Module 5: Case Studies

Project Management

Project Risk Management  
Project Management: The Basics  
Project Management: Getting Ready  
Project Management: Goals and Stakeholders

Shaping the Market to Your Advantage

Module 1: Shaping the Market  
Module 2: Defining and Managing the Business Need  
Module 3: Procurement Marketing  
Module 4: Supplier Improvement  
Module 5: Reverse Marketing  
Module 6: Contract Strategy  
Module 7: Monopolies and Cartels  
Module 8: Partnerships  
Module 9: Integrating the Techniques - The Toronto Matrix

## Human Resources

Union Free: A guide for Managers and Supervisors  
Selecting Top Talent  
Career Growth  
Introduction to Training  
How Adults Learn  
Training Tips & Techniques  
Individual Productivity Enhancement  
Individual Leadership Power  
Enhancing Your Speaking Skills  
Individual Goals and Challenges  
Individual Goal Contract  
Individual Goal Setting  
Individual Listening Skills  
Individual Priority Management  
Individual Anger Management  
Individual Goal Personalization  
Reaching Personal Goals  
Work Process Basics  
Identifying and Avoiding Burnout  
Managing Work and Family  
Time Management  
Mentoring for Improved Performance  
Developing Your Career Path  
Managing Your Career Path  
Networking Your Career Path  
Running A Virtual Office  
Marketing Yourself  
Immigration Forms and Resources  
Overview of Employment Law  
ADR Mediation  
ADR Summary Jury Trial and Mini-Trial  
Effective Approaches to Employee Discipline  
Developing Diverse Teams  
Employee Discipline  
Settling Disputes Using ADR  
Ethics for Managers  
Employee Ethics  
Ergonomics Overview for the Office  
Ergonomics for the Office  
Discharging an Employee  
Handling Violence in the Workplace  
Understanding Contracts and Their Use  
Litigation and Dispute Resolution

Strategies for Meeting Goals  
Establishing Performance Goals and Expectations  
Mentoring for Improved Performance  
Overview of 360 Degree Feedback  
Managing Your Career Path  
Developing Brand You  
Skills for Interviewing  
Job Candidate Interviewing  
Employee Motivation  
Effective Leadership  
Creating Valuable Customer Relationships

The Family and Medical Leave Act  
ADR Negotiations  
ADR Commercial Arbitration  
ADR Labor and Employment Arbitration  
Employee Disciplining  
Hiring, Managing and Terminating  
How to Comply with HIPAA – A General Overview  
Human Resources Basics Program (5 module program)  
    Introduction to Human Resources  
    HR Documentation  
    Overview of Employment Law  
    Immigration Forms and Resources  
    HR Management  
Effective Performance Feedback  
Employee Time Management  
Employee Performance Recognition  
Doing Performance Reviews  
Establishing Performance Goals and Expectations  
Mentoring for Improved Performance  
Implementation of 360 Degree Feedback  
Overview of 360 Degree Feedback  
Performance Appraisal Basics  
Developing Your Career Path  
Managing Your Career Path  
Networking Your Career Path  
Developing Brand You  
Skills for Interviewing  
Negotiating and Starting Right  
Negotiating Skills For The Professional  
Human Resources Development Topics  
Effective Performance Feedback  
Employee Ethics  
Individual Leadership Power  
Business Finance Basics  
Running Effective Meetings  
Employee Performance Recognition  
Running Effective Teams  
Delivering Effective Feedback  
Doing Performance Reviews  
Change Management  
Handling Violence in the Workplace  
Problem Solving: The 5 Steps  
Conflict Management  
Delegation |  
Nuts and Bolts of Supervisory Law [California]  
Preventing Harassment and Illegal Discrimination for Supervisors [California]  
Preventing Harassment and Illegal Discrimination for Supervisors [Federal]  
Selecting Top Talent  
Succession Planning (3 modules)  
    Your Exit Strategy  
    Valuing Your Business  
    Getting the Most for Your Business

## Business Diagnostics

Business Diagnostics Online: Comprehensive (7 modules)

- Funding for Business Expansion
- External Business Environment
- Internal Business Environment – Part 1
- Internal Business Environment – Part 2
- Strategic Direction
- Risk Assessment
- Enterprise Review Summary

Business Diagnostics Online: Reference Series

- Reference Series - External Business Environment
- Reference Series - Internal Business Environment (1)
- Reference Series - Internal Business Environment (2)
- Reference Series - Strategic Direction
- Reference Series - Risk Assessment

Business Diagnostics Online: FastTrack

FastTrack

## Finance Basics and Financial Statements

Banking, Credit and Money

- Introduction to Banking
- Products, Tools and Resources
- Defining Credit
- Budgeting Basics
- The Power of Investing

Basic Business Finance

- Business Finance Basics
- Shareholder Value Creation

Interpreting Financial Statements

Introduction to Financial Statements

Understanding Cash Flow

Understanding Ratios

Investing 101

Personal Finance

- Personal Finance: Time Value of Money
- Personal Finance: Getting Started
- Personal Finance: Taking Stock
- Personal Finance: Setting Goals
- Personal Finance: Investing: Balancing Risk and Return
- Personal Finance: Understanding Credit
- Personal Finance: Retirement Planning I: Essential Concepts

Understanding Financial Statements

## Financial Derivatives

Hull on Derivatives

Hull on Derivatives: Derivative Instruments

Hull on Derivatives: Futures Contracts and Hedging

Hull on Derivatives: Swaps

## Financial Management

Balanced Scorecard

- Introduction to Strategic Planning
- Implementing the Balanced Scorecard
- Rolling Out the Balanced Scorecard

Customer Profitability Analysis

- What is Customer Profitability Analysis?
- Customer Profitability Analysis in Action

Redesigning the Finance Function

- The Evolving Role of the Finance Function
- The Finance Function Redesign Process

Strategic Cost Management

- Introduction to Strategic Cost Management
- Market-Driven Pricing
- Role of the Management Accountant

## COMPLIANCE

Preventing Harassment & Illegal Discrimination for Supervisors

Preventing Harassment & Illegal Discrimination for Employees

How to Comply with HIPAA - a general overview

Union Free: A guide to Managers and Supervisors

Alternative Dispute Resolution

Americans with Disabilities Act

Antitrust Basics

Avoiding Insider Trading

Code of Conduct

Conflicts of Interest

## Business Excellence

Documenting Quality Management Systems

Introduction to Documenting Quality Management Systems

- Quality Management as a Strategic Business Process
- Quality Management Systems, Management Responsibility, Resource Management.

Product Realization

Measurement, Analysis, and Improvement

Introduction to the Framework for Excellence

Introduction

Leadership

Planning

Customer/Citizen/Client Focus

People Focus

Process Management

Supplier/Partner Focus

Organizational Performance

Introduction to the Healthy Workplace Criteria

Quest for Quality Module 1

What is Quality?

The Cost of Quality

Quality – Why Bother?

Achieving Quality at the Organizational Level

Achieving Personal Quality

Quest for Quality – Summary

Tourism Excellence Certificate

Commitment to Excellence in Tourism

Implementation of Excellence in Tourism

Measuring Results in Tourism Excellence

## Small Business

Entrepreneurship

You the Entrepreneur

Opportunity Knocks

Charting Your Course

Excellence for Small Business Self-Evaluation Tool

Financial Management for Small Business Certificate

Managing Your Cash

Financing Your Business

Managing Your Accounts Receivable

Seeking Advice

Managing Risk

Health and Safety for Small Business

John Bulloch on Small Business

To Grow or Not to Grow ...

Entrepreneurs Are Made and Not Born

A Lone Wolf is a Dead Wolf

Opportunities, Opportunities

New Ventures - Getting It Right

The Magic of Learning

It's All About People

Creating Angel Investors

Learning to Love Your Banker

Who Says You Can't Have Fun?

Stages of Growth in Leading Firms Certificate

Leading Growth Firms: Great Beginnings

Leading Growth Firms: The People Crunch

Leading Growth Firms: Expansion

Gramm-Leach-Bliley Act Privacy Policy

Handling Hazardous Waste

Healthcare Fraud and Abuse

Immigration Law Primer

Information Security

Managing within the Law

Managing Workplace Stress

Money Laundering

Preventing Workplace Violence

Privacy Policy Primer

Contract Law Basics  
 Corporate Compliance Primer  
 Corporate Political Activity  
 Crisis Management  
 DOT Drug Screen Collection  
 Drug-Free Workplace  
 E-Mail and Internet Use  
 Ethics and Compliance Basics  
 EU Competition Law  
 Export Controls Basics  
 Fair Labor Standards Act  
 Federal Contracting (OFCCP) Primer  
 Foreign Corrupt Practices Act  
 Fraud Awareness and Detection

Quality Communications  
 Questionable Interview Questions  
 Record Management  
 Reductions in Force  
 Regulation FD Training  
 Regulation FD  
 Sanctions and Trade Embargoes  
 Sarbanes-Oxley Act Primer  
 Sexual Harassment Prevention (CA Supervisors/Employees/English/Spanish)  
 Telemarketing Compliance  
 The SBAR Technique  
 Trade Secrets  
 U.S. Customs Compliance  
 Unfair Competition  
 Whistleblowing  
 Workplace Bullying  
 Workplace Diversity

**International Business**

Doing Business in the Americas Certificate  
 The Global Village  
 International Organizations  
 Business and Culture  
 Business Relationships  
 Business and History  
 Going Global - The Complete Program  
 An Introduction to International Market Research  
 An Introduction to International Marketing  
 An Introduction to International Trade  
 An Introduction to International Trade Finance  
 An Introduction to International Trade Logistics Distribution  
 An Introduction to the Cultural Aspects of International Trade  
 The Global Village (Student Version)  
 Trade Series Certificate  
 International Trade Opportunities  
 Researching International Trade Online  
 Maximizing International Trade Opportunities  
 Developing A Trade Strategy

**Privacy and Security**

Information Security Awareness Certification Program  
 Introduction to Security  
 Information Security Basics  
 Introduction to Privacy  
 Module 1: Privacy Concepts, Concerns and Compliance  
 Module 2: The Personal Information Protection and Electronic Documents Act  
 Module 3: Ten Components of Privacy  
 Module 4: Overview of the AICPA/CICA Framework  
 Module 5: Introducing a Privacy Program  
 Module 6: Five Immediate Steps  
 Primer on Privacy  
 Robbery Prevention Techniques for Security Officers, Executives and Managers  
 Robbery Response & Aftermath Techniques for Security Officers  
 Robbery Response Techniques For All Personnel  
 Security: The Department  
 Security: An Orientation  
 Security: Laws, Rules and Regulations  
 Security: Personnel  
 The Annual Security Program Report  
 Workplace Violence Issues For Security Officers

**Systems Analysis**

Defining Project Scope  
 The Framework  
 The Steps  
 Development Environments  
 Building in Quality  
 Describing Business Process  
 Development Environments  
 Describing Functional Business Requirements  
 Discovering and Describing Requirements  
 Quality Assurance  
 Determining Information Requirements  
 Entity Relationship Diagramming  
 Determining Project Objectives  
 Constraints, Assumptions, and Dependencies  
 Documenting Requirements Meetings  
 Eliciting Data Warehouse Requirements  
 Identifying Business Objectives  
 Describing Business Usage Scenarios  
 Discovering Facts, Measures, and Dimensions  
 Describing Facts and Dimensions  
 Fundamentals of Requirements Elicitation  
 Business Activities  
 Functional Requirements  
 Data Requirements  
 Putting it all together

**Non-Profits and Community Development**

Community Development Certificate  
 Introduction to Community Development  
 Connected Communities  
 The New Community Development  
 Entrepreneurial Communities  
 Community Development Business Plan  
 Non-Profit Organizations and Director's Liability  
 Legal Duties and Obligations  
 Introduction to Non-Profit Organizations  
 Liability and Risk Management  
 Rights and Powers of Directors  
 Liability and Committees  
 Registered Charities and Deregistration

**CUSTOMER SERVICE / SALES / MARKETING**

**Customer Relationship Management**

Advanced Professional Customer Relations Soft Skills Series  
 Module 1: Organizational Structures and Development  
 Module 2: Corporate Policy vs. Corporate Behavior  
 Module 3: Individual & Organizational Communication  
 Advanced Professional Customer Relations Soft Skills Series  
 Module 1: Individual and Group Perceptions  
 Module 2: Individual and Team Behavior  
 Advanced Professional Customer Relations Soft Skills Series

Customer Service Certificate  
 Providing Service Excellence  
 Creating Valuable Customer Relationships  
 Telephone Skills  
 Creating Winning First Impressions  
 Helping and Keeping Clients  
 Diffusing Tense Situations  
 Body Language On and Off the Phone  
 Practice Active Listening

Module 1: The Nature of Change in Business  
Module 2: Change Roles and Attitudes  
Module 3: Causing and Managing Change  
Module 4: Developing a Change Strategy  
Attaining Excellence for Leaders and Managers  
Introduction to Attaining Excellence for Leaders Managers  
Moments of Truth  
Identifying Customer Service Outcomes  
Qualities and Expectations  
Communicating Quality Service Standards  
Coaching for Performance  
Customer First Series (11 module program)  
Communication Basics  
Developing Strong Customer Relationships  
Customer Loyalty  
Handling Difficult Customers  
Creating Winning First Impressions  
Creating Valuable Customer Relationships  
Communicating Proactively  
Work Process Basics  
Practice Active Listening  
Writing Effective E-mails  
Telephone Techniques

Professional Customer Relations Soft Skills Series

Module 1: Creating Winning First Impressions  
Module 2: Diffusing Tense Situations  
Module 3: Body Language On & Off the Phone

Fundamentals for Customer Relations

Module 1: Creating Valuable Customer Relationships  
Module 2: Helping and Keeping Customers  
Module 3: Overcoming Barriers to Communication

Customer Service Skills

Module 1: Understanding Active Listening  
Module 2: Telephone Skills  
Module 3: Dealing with Hostile Clients

Basics for Quality Sales and Service

Module 1: Introduction to the Sales Process  
Module 2: Providing Quality Service

Fundamentals for Business Communications

Module 1: Overcoming Barriers to Communication  
Module 2: Business Communication  
Module 3: Essential Multicultural Communication

Conflict Management and Resolution

Module 1: Dealing with Hostile Clients  
Module 2: Understanding Needs and Conflict  
Module 3: Dealing with Impasse: Creating Common Ground  
Module 4: Client Service Processes

Working With Customers

Providing Service Excellence  
Creating Valuable Customer Relationships  
Helping and Keeping Clients  
Diffusing Tense Situations

Providing Quality Service  
Communication Styles  
Essential Multicultural Communication  
Introduction to the Sales Process  
Essence of Caring for Health Care  
Introduction to the Essence of Caring for Health Care  
Understanding Why People Do What They Do  
Essence of Caring for Health Care - Part One  
The Language of Positive Communication  
Essence of Caring for Health Care - Part Two  
The Art of Making Patients Happy  
Expanding Customer Services (for Financial Services)  
Sales is Just Great Service!  
We Have What They Need  
Only A Minute?  
More Time to Focus  
Meeting Customer Needs with Teamwork  
Exceeding Customer Expectations  
Feelings: Customer Service for those in Service Retail  
Introduction to Feelings Customer Service for those in Service Retail  
Understanding Why People Do What They Do  
Feelings: Customer Care - Part One  
The Language of Positive Communication  
Feelings: Customer Care - Part Two  
The Art of Satisfying Customers  
Feelings: Quality Service...First Time, Every Time  
Introduction (with Video)  
Understanding Why People Do What They Do (with Video)  
Feelings: Customer Care – Part One  
Understanding the Effects of Positive and Negative Communications (with Video)  
Feelings: Customer Care – Part Two  
The Art of Satisfying Customers (with Video)  
Five Star Service for Hospitality Employees  
Introduction to Five Star Service for Employees  
First Impressions  
The Customer's Perspective  
Doing Your Best  
Partners in Change  
The Challenge  
Five Star Service for Hospitality Managers  
Introduction to Five Star Service for Managers  
Moments of Truth  
Identifying Customer Service Outcomes  
Qualities and Expectations  
Communicating Quality Service Standards  
Coaching for Performance

Providing Quality Service  
Essential Multicultural Communication  
Identifying Customer Service Outcomes  
Customer Support  
Customer Support Online  
Customer Loyalty Improvement  
Developing Strong Customer Relationships  
Handling Difficult Customers

**Sales and Marketing**

Basic Sales Modules  
Customer Support  
Customer Support Online  
Customer Loyalty Improvement  
Individual Goals and Challenges  
Individual Goal Contract  
Individual Goal Setting  
Individual Listening Skills  
Individual Priority Management  
Individual Anger Management  
Individual Goal Personalization  
Employee Time Management  
Customer Service - Sales Skills  
    Sales: The Basics  
    Sales: Qualifying Prospects  
    Sales: Team Effectiveness  
    Sales: Telephone Skills  
    Sales: Cold Calls  
    Sales: Closing

Sales Is Just Great Service! (for Community Bankers )  
    Expanding Customer Services  
    We Have What They Need  
    A Minute Can Matter  
    Focus on Customer Needs  
    Meeting Customer Needs with Teamwork  
    Exceeding Customer Expectations

Sales Is Just Great Service! (for Financial Services)  
    Expanding Customer Services  
    We Have What They Need  
    A Minute Can Matter  
    Focus on Customer Needs  
    Meeting Customer Needs with Teamwork  
    Exceeding Customer Expectations

**Telephone Customer Contact**

New Business Development: Cold Calling  
Understanding the Cold Call  
Preparation for a Cold Call  
Conducting the Cold Call  
Telepro Online - Complete Program  
    Before the Call  
    Making the Connection  
    Establishing Rapport  
    Maintaining Rapport  
    Creating a Climate for Rapport  
    Effective Listening  
    Communicating Through Accents  
    Questioning Skills  
    Holding and Transferring Calls  
    Establishing Control of the Call  
    Regaining Control of the Call  
    Positive Call Management

Systematic Selling - Establishing Rapport  
Systematic Selling - Gaining Commitment and Following Up  
Systematic Selling - Getting the Appointment  
Systematic Selling - Handling Obstacles  
Systematic Selling - Identifying Objectives  
Systematic Selling - Making a Recommendation  
Systematic Selling - Planning the Call  
Systematic Selling - The Complete Program

Marketing (4 module program)  
    Marketing Basics  
    Marketing Opportunities  
    Marketing and Customer Service  
    The Marketing Mix

## HEALTH AND SAFETY

Accident Investigation	Office Ergonomics
Annual Safety Review	Office Health and Safety
Asbestos Awareness	Office Safety
Assessment Improvement of Safety CultureSafety Performance	Orientation on Health and Safety for New Workers
Back Safety	OSHA
Conducting Safety Audits	Right-to-Know: Hazardous Chemicals
Confined Space Management	The OSHA Laboratory Standard
Confined Spaces: The Basics, Part 1: Hazard Awareness	Pandemic Planning
Confined Spaces: The Basics, Part 2: Hazard Control	Personal Protective Equipment (PPE) – Generic
Confined Spaces: The Basics, Part 3: Working Safely	Personal Protective Equipment: The Basics
Contractor Health and Safety	Preventing Falls from Slips and Trips
Contractor Safety	Preventing Hearing Loss from Workplace Noise
Developing an Occupational Health & Safety Program	Return To Work: The Basics
Due Diligence	Safe Driving
Electrical Hazards	What is Safe Driving?
Emergency Preparedness for Workers	Weather Conditions
Emergency Response Planning	Road Safety at Work
Fall Prevention and Fall Arrest	Impaired Driving
Federal Hazard Prevention Program	Highway Driving
Fire Safety: The Basics	Controlling Your Vehicle
First Aid Refresher	Common Driving Problems
First Aid Basics Part I	Safety Attitudes and Actions
First Aid Basics Part II	Safety in Bloodborne Pathogens for Employees
Health & Safety for Small Business Owners	Safety in Fire Prevention
	Slips, Trips and Falls
Health & Safety for Managers & Supervisors	TDG for Carriers
Safety Principles and Risk Management	Sample TDG Training Certificates
Legislation	Documentation of Dangerous Goods
Hazard Recognition and Control	Safety Marks
Emergency Preparedness and Fire Prevention	Means of Containment
Occupational Hygiene	Emergency Response
Ergonomics	Special Cases for Road Transport
Workplace Inspection & Accident Investigation	TDG for Consignors/Consignees
Program Development Implementation	Classification of Dangerous Goods
Ladder Safety	Special Cases for Road Transport
Lockout	Violence in the Workplace: Establish a Prevention Program
Lockout/Tagout 1: Electrical Sources of Energy	Violence in the Workplace: Recognize the Risk and Take Action
Lockout/Tagout 2: Other Sources of Energy	Young Worker Safety Orientation
Manual Material Handling and Back Safety	
Mould Awareness	
Musculoskeletal Disorders [MSDs]: Prevention	

## Personal Development

Mind Your Mood	Time Management - Strategies for Sales Success
Conquer your Anxiety	Time Management - Strategies for Success
Clear Mind, Bright Future	Vubiz Primer on E-Learning
Step 1: Clear Mind, Bright Future	All About Vubiz - A Primer on Elearning
Step 2: Introduction & Your Life Purpose	Workplace and Personal Skills Certificate
Step 3: Your Life Goals	Effective Communication
Step 4: Your Chief Aims	Dealing With Conflict
Step 5: Your Sub Goals	Presentation Basics
Step 6: Complete Your Plan	Improve Your Productivity
Step 7: Review and Evaluate	Self Esteem
Job Search for Success	Parenting Skills
Introduction to Job Search for Success	Dealing with Grief
Marketing Yourself	Effective Staff Meetings
Building a Resume	Effective Leadership
Job Search Strategies	Accepting Change in the Workplace
Writing Covering Letters	Customer Service is About People
Interview Skills	Delegating I
Preparing for Employment	Delegating II
Negotiating for Success	Working Well with Others
Module 1: Defining Negotiation	Becoming a Creative Asset
Module 2: Using Persuasion	Understanding Stress
Module 3: Planning for Negotiation	Managing Stress
Module 4: Negotiating Tactics	Relax!
Module 5: The Fabric of Negotiation	Special Issues in Stress
Module 6: The Power/Interest Cycle	Healthy Workplace Culture
	Managing Workplace Culture



## COMPUTER SKILLS DESKTOP

- Computer Skills - All About Access
- All About Access - Learning Module
- Computer Skills - All About Desktop: The Complete Package
- All About Introduction to PCs - Final Examination
- All About Windows XP - Final Examination
- All About the Internet - Final Examination
- All About Word - Final Examination
- All About Excel - Final Examination
- All About PowerPoint - Final Examination
- All About Outlook - Final Examination
- All About Access - Final Examination
- All About Introduction to PCs - Learning Module
- All About Windows XP - Learning Module
- All About the Internet - Learning Module
- All About Word - Learning Module
- All About Excel - Learning Module
- All About PowerPoint - Learning Module
- All About Outlook - Learning Module
- All About Access - Learning Module
- Computer Skills - All About Excel
- Computer Skills - All About Introduction to PCs

## HEALTH CARE

- Essence of Caring for Health Care
  - Introduction to the Essence of Caring for Health Care
  - Understanding Why People Do What They Do
  - Essence of Caring for Health Care - Part One
  - The Language of Positive Communication
  - Essence of Caring for Health Care - Part Two
  - The Art of Making Patients Happy
- IMLS Course System Program
  - Patient Assessment (Medical)
  - Shock (Hypoperfusion)
  - Dyspnea
  - Chest Pain
  - Altered Mental Status
  - Syncope
- Preparation for Childbirth
  - Introduction to Preparation for Childbirth
  - Pregnancy Basics
  - Preparing for Birth
  - Labor Basics
  - Stages of Labor
  - Managing and Coping with Labor
  - Interventions
  - Postpartum