



OnDemand Training Library

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

A collection of 24 courses designed to hone your skills in the critical areas of business, management and leadership. Each lesson ranges from 15 to 90 minutes in length, and provides you with the resources to develop and strengthen your skills regardless of whether you are an individual contributor, manager or leader.

Key Benefits

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

Achieving Success as a Business Professional

8 Lessons | 303 Minutes | 0.40 CEUs

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

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| 1. Becoming a Strategic Thinker (20 mins) | 5. Establishing Presence and Credibility (20 mins) |
| 2. Building and Maintaining Trust (20 mins) | 6. Managing Your Workload: How to Prioritize When Everything is Important (90 mins) |
| 3. Building Credibility and Trust for Improved Communication (23 mins) | 7. Planning for Success (20 mins) |
| 4. Developing Awareness that Leads to Emotional Regulation (20 mins) | 8. Tame Your Email Inbox with Microsoft Outlook (90 mins) |

Analytical Skills for New Managers

7 Lessons | 275 Minutes | 0.40 CEUs

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

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| 1. Becoming a Strategic Thinker (20 mins) | 5. Mastering Excel Formulas and Functions - Part 2 (90 mins) |
| 2. Five Phases of the Creativity to Innovation Process (20 mins) | 6. Presenting Visually Compelling Data (15 mins) |
| 3. Leading the PAC: Researching and Presenting Data (20 mins) | 7. Statistical Analysis Tools and Techniques (20 mins) |
| 4. Mastering Excel Formulas and Functions - Part 1 (90 mins) | |

Basics of Business Acumen

8 Lessons | 230 Minutes | 0.30 CEUs

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

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| 1. Accounting 101 (20 mins) | 6. How to Understand and Analyze Financial Statements (90 mins) |
| 2. Analyzing Data Using the DASA Model (20 mins) | 7. Leading the PAC: Researching and Presenting Data (20 mins) |
| 3. Balancing the Books: Booking Journal Entries (20 mins) | 8. Strategy Execution: Elements of a Sound Strategy (20 mins) |
| 4. Building a Customer-Focused Strategy (20 mins) | |
| 5. Creating and Presenting Operational Budgets (15 mins) | |

Building the Skills to Be an Essential Team Player

7 Lessons | 300 Minutes | 0.50 CEU

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

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| 1. Applying Mindful Behaviors at Work (20 mins) | 7. Building Your Strengths as a REAL Team Player (23 mins) |
| 2. Assertive Communication Skills for Women (20 mins) | 8. Crash Course in Mistake Free Business Writing (90 mins) |
| 3. Being an Ally in a Diverse Working World (25 mins) | 9. Establishing Presence and Credibility (20 mins) |
| 4. Building and Maintaining Trust (20 mins) | 10. How to Manage Your Emotions While Under Stress (90 mins) |
| 5. Building Better Work Relationships (20 mins) | 11. Strategies for Managing Situational Conflict (20 mins) |
| 6. Building Credibility and Trust for Improved Communication (23 mins) | 12. Understanding and Applying Your Locus of Control at Work (20 mins) |

Certified Professional in Management Preparation

17 Lessons | 338 Minutes | 0.50 CEUs

Jump-start your AMA-CPM exam prep—or use it to reinforce your skills shortly before taking the exam. 17 short-form lessons, one for each key management competency.

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| 1. Enhancing Communication Skills (20 mins) | 9. Accounting 101 (20 mins) |
| 2. Leading with Emotional Intelligence in the Workplace (20 mins) | 10. Building a Customer-Focused Strategy (20 mins) |
| 3. Developing and Organizing Presentation Content (18 mins) | 11. Statistical Analysis Tools and Techniques (20 mins) |
| 4. Resolving Conflict in the Workplace (20 mins) | 12. AMA's Legal Guide for Managers and Supervisors (30 mins) |
| 5. Creating a Motivational Climate (15 mins) | 13. Key Components of Critical Thinking (20 mins) |
| 6. Crafting a Strategy for Your Negotiation (21 mins) | 14. Managing Change Effectively (20 mins) |
| 7. Delegation for Growth and Development (20 mins) | 15. Managing Projects Effectively (20 mins) |
| 8. Coaching for Performance (20 mins) | 16. Manager's Guide to Collaboration (20 mins) |
| | 17. Achieving Growth by Building, Buying or Partnering (18 mins) |

Tools for Leading and Motivating Through Change

12 Lessons | 238 Minutes | 0.30 CEUs

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

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| 1. SEAL Approach to Building Organizational Agility (28 mins) | 7. Creating a Motivational Climate (15 mins) |
| 2. Strategy Development and Execution - The ADEPTT Model (27 mins) | 8. Motivating and Influencing Throughout the Organization (20 mins) |
| 3. Effective Problem Solving and Decision-Making Tools (20 mins) | 9. Leading with Emotional Intelligence in the Workplace (20 mins) |
| 4. The Manager's Role During Change (21 mins) | 10. Crafting a Strategy for Your Negotiation (21 mins) |
| 5. Managing Resistance to Change (20 mins) | 11. Principles of Effective Business Writing (20 mins) |
| 6. Turning Resistance and Conflict into Collaboration and Consensus (22 mins) | 12. Achieving Growth by Building, Buying or Partnering (18 mins) |

Customer Service Manager Training

12 Lessons | 306 Minutes | 0.40 CEUs

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

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| 1. Becoming a Strategic Thinker (20 mins) | 8. Enhancing Communication Skills (20 mins) |
| 2. Becoming a Trusted Advisor (20 mins) | 9. Leading a Customer-Focused Team (90 mins) |
| 3. Building a Customer-Focused Strategy (20 mins) | 10. Leading with Emotional Intelligence in the Workplace (20 mins) |
| 4. Coaching for Performance (20 mins) | 11. Leveraging Feedback to Strengthen Employee Commitment (20 mins) |
| 5. Creating a Motivational Climate (15 mins) | 12. Strategies for Managing Situational Conflict (20 mins) |
| 6. Creating a Culture of Belonging (20 mins) | |
| 7. Enhancing Collaborative Communication (21 mins) | |

Data Analysis and Business Analytics for Beginners

6 Lessons | 255 Minutes | 0.40 CEUs

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

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| 1. Analyzing Data Using the DASA Model (20 mins) | 4. Mastering Excel Formulas and Functions - Part 2 (90 mins) |
| 2. Leading the PAC: Researching and Presenting Data (20 mins) | 5. Presenting Visually Compelling Data (15 mins) |
| 3. Mastering Excel Formulas and Functions - Part 1 (90 mins) | 6. Statistical Analysis Tools and Techniques (20 mins) |

Developing Leadership Skills

14 Lessons | 296 Minutes | 0.60 CEUs

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

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| 1. Achieving Growth by Building, Buying, or Partnering (18 mins) | 9. Persuasive Communication Skills for Leaders (20 mins) |
| 2. Building and Maintaining Trust (20 mins) | 10. SEAL Approach to Building Organizational Agility (28 mins) |
| 3. Communication Skills of a Credible Leader (21 mins) | 11. Strategy Development and Execution: The ADEPTT Model (27 mins) |
| 4. Crafting a Strategy for Your Negotiation (21 mins) | 12. Strategy Execution: Elements of a Sound Strategy (20 mins) |
| 5. Enhancing Effectiveness through Diversity and Inclusion (20 mins) | 13. Successfully Working in Hybrid Teams (20 mins) |
| 6. Leading with Emotional Intelligence in the Workplace (20 mins) | 14. Turning Resistance and Conflict into Collaboration and Consensus (22 mins) |
| 7. Navigating Organizational Politics (18 mins) | |
| 8. Negotiating to Win (21 mins) | |

Diversity and Inclusion Training

6 Lessons | 190 Minutes | 0.10 CEUs

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

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| 1. Being an Ally in a Diverse Working World (25 mins) | 5. Diversity and Inclusion: Understanding the Impact (20 mins) |
| 2. Creating a Culture of Belonging (20 mins) | 6. Enhancing Effectiveness through Diversity and Inclusion (20 mins) |
| 3. Cultivating Diverse and Inclusive Teams (90 mins) | |
| 4. Diversity and Inclusion: Creating an Inclusive Culture (15 mins) | |

Essential Project Management Skills

9 Lessons | 255 Minutes | 0.30 CEUs

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

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| 1. Project Management for the Accidental Project Manager - A Basic "How to" Approach (90 mins) | 5. Manager's Guide to Collaboration (20 mins) |
| 2. Creating a Work Breakdown Structure (WBS) (23 mins) | 6. Enhancing Collaborative Communication (21 mins) |
| 3. Utilizing Effective Risk-Response Strategies (20 mins) | 7. The Manager's Role During Change (21 mins) |
| 4. Managing Projects Effectively (20 mins) | 8. Identifying and Managing Your Stakeholders (20 mins) |
| | 9. Tips for Leading Flawless Virtual Meetings (20 mins) |

AMA's Excel Training Series

6 Lessons | 540 Minutes | 0.90 CEUs

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

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| 1. Building PowerPoint Presentations from Excel Data (90 mins) | 4. Mastering Excel Formulas and Functions - Part 2 (90 mins) |
| 2. Mastering Excel Dashboard Reports (90 mins) | 5. Mastering Excel PivotTables: How to Crunch Numbers Like an Expert (90 mins) |
| 3. Mastering Excel Formulas and Functions - Part 1 (90 mins) | 6. Time-Saving Excel Tips, Tricks, and Shortcuts (90 mins) |

Frontline Customer Service Representative Training

8 Lessons | 303 Minutes | 0.20 CEUs

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

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| 1. Applying Mindful Behaviors at Work (20 mins) | 5. How to Manage Your Emotions While Under Stress (90 mins) |
| 2. Becoming a Trusted Advisor (20 mins) | 6. Make Every Employee a Customer Service Champion (90 mins) |
| 3. Building Your Strengths as a R.E.A.L Team Player (23 mins) | 7. Strategies for Managing Situational Conflict (20 mins) |
| 4. Effective Problem Solving and Decision-Making Tools (20 mins) | 8. Understanding and Applying Your Locus of Control at Work (20 mins) |

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

How to Build a Professional Brand and Image

11 Lessons | 384 Minutes | 0.60 CEUs

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

1. Applying Mindful Behaviors at Work (20 mins)
2. Assertive Communication Skills for Women (20 mins)
3. Building and Maintaining Trust (20 mins)
4. Building Credibility and Trust for Improved Communication (23 mins)
5. Communication Skills of a Credible Leader (21 mins)
6. Developing Awareness that Leads to Emotional Regulation (20 mins)
7. Establishing Presence and Credibility (20 mins)
8. How to Manage Your Emotions While Under Stress (90 mins)
9. How to Project Confidence with Demanding People (90 mins)
10. Leading with Emotional Intelligence in the Workplace (20 mins)
11. Motivating and Influencing Throughout the Organization (20 mins)
12. Understanding and Applying Your Locus of Control at Work (20 mins)

Innovation and Strategic Thinking for Managers

9 Lessons | 192 Minutes | 0.30 CEUs

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

1. Achieving Growth by Building, Buying, or Partnering (18 mins)
2. Becoming a Strategic Thinker (20 mins)
3. Five Phases of the Creativity to Innovation Process (20 mins)
4. Fostering Creativity and Innovation in Others (18 mins)
5. Managing Resistance to Change (20 mins)
6. SEAL Approach to Building Organizational Agility (28 mins)
7. Strategy Development and Execution: The ADEPTT Model (27 mins)
8. Strategy Execution: Elements of a Sound Strategy (20 mins)
9. The Manager's Role During Change (21 mins)



Leadership Skills for Maximum Team Productivity

13 Lessons | 341 Minutes | 0.60 CEUs

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

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| 1. Becoming a Strategic Thinker (20 mins) | 8. Successfully Working in Hybrid Teams (20 mins) |
| 2. Being an Ally in a Diverse Working World (25 mins) | 9. Leveraging Feedback to Strengthen Employee Commitment (20 mins) |
| 3. Crafting a Strategy for Your Negotiation (21 mins) | 10. Negotiating to Win (21 mins) |
| 4. Creating a Culture of Belonging (20 mins) | 11. Strategy Development and Execution: The ADEPTT Model (27 mins) |
| 5. Creating a Motivational Climate (15 mins) | 12. Strategy Execution: Elements of a Sound Strategy (20 mins) |
| 6. Delegation for Growth and Development (20 mins) | 13. Turning Resistance and Conflict into Collaboration and Consensus (22 mins) |
| 7. Doing More with Less: How to Motivate and Reward Your Overworked Staff (90 mins) | |

Manager Quick Start: Essential Management

13 Lessons | 399 Minutes | 0.50 CEUs

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

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| 1. Building and Maintaining Trust (20 mins) | 8. Identifying and Managing Your Stakeholders (20 mins) |
| 2. Crash Course for New Managers (90 mins) | 9. Key Presentation Skills: Balancing Verbal and Non-Verbal Messages (20 mins) |
| 3. Creating a Culture of Belonging (20 mins) | 10. Leading with Emotional Intelligence in the Workplace (20 mins) |
| 4. Developing and Organizing Presentation Content (18 mins) | 11. Strategies for Managing Situational Conflict (20 mins) |
| 5. Enhancing Collaborative Communication (21 mins) | 12. Successfully Working in Hybrid Teams (20 mins) |
| 6. Enhancing Communication Skills (20 mins) | 13. The Manager's Role as Facilitator (20 mins) |
| 7. Essential Management Skills for Introverts (90 mins) | |

A Manager's Guide to Effective Work Relationships

13 Lessons | 476 Minutes | 0.70 CEUs

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

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| 1. Being an Ally in a Diverse Working World (25 mins) | 7. Identifying and Managing Your Stakeholders (20 mins) |
| 2. Building and Maintaining Trust (20 mins) | 8. Leveraging Feedback to Strengthen Employee Commitment (20 mins) |
| 3. Coaching for Performance (20 mins) | 9. Managing Resistance to Change (20 mins) |
| 4. Delegation for Growth and Development (20 mins) | 10. Resolving Conflict in the Workplace (20 mins) |
| 5. Difficult Performance Reviews: How to Turn Painful Conversations into Positive Results (90 mins) | 11. Squashing Workplace Negativity (90 mins) |
| 6. Doing More with Less: How to Motivate and Reward Your Overworked Staff (90 mins) | 12. Successfully Working in Hybrid Teams (20 mins) |
| | 13. The Manager's Role During Change (21 mins) |

The Manager’s Guide to Business Literacy Skills

9 Lessons | 320 Minutes | 0.40 CEUs

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

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| 1. AMA’s Legal Guide for Managers and Supervisors (30 mins) | 6. Diversity and Inclusion: Understanding the Impact (20 mins) |
| 2. Becoming a Strategic Thinker (20 mins) | 7. HR 101 for New Managers (90 mins) |
| 3. Building a Customer-Focused Strategy (20 mins) | 8. Project Management for the Accidental Project Manager - A Basic “How to” Approach (90 mins) |
| 4. Creating and Presenting Operational Budgets (15 mins) | 9. Successfully Working in Hybrid Teams (20 mins) |
| 5. Diversity and Inclusion: Creating an Inclusive Culture (15 mins) | |

Managing Priorities for Max Productivity

8 Lessons | 301 Minutes | 0.20 CEUs

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

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| 1. Applying Mindful Behaviors at Work (20 mins) | 5. Planning for Success (20 mins) |
| 2. Creating Boundaries and Balance (20 mins) | 6. Routines that Support Efficiency and Productivity (21 mins) |
| 3. Identifying and Managing Your Stakeholders (20 mins) | 7. Tame Your Email Inbox with Microsoft Outlook (90 mins) |
| 4. Managing Your Workload: How to Prioritize When Everything is Important (90 mins) | 8. Understanding and Applying Your Locus of Control at Work (20 mins) |

Training and Presentation Skills

10 Lessons | 201 Minutes | 0.40 CEUs

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

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| 1. Beyond Lecture: Training Tools to Enhance Training (20 mins) | 6. Framing the Message for Greater Impact (20 mins) |
| 2. Developing and Organizing Presentation Content (18 mins) | 7. Key Presentation Skills: Balancing Verbal and Non-Verbal Messages (20 mins) |
| 3. Establishing Presence and Credibility (20 mins) | 8. Principles of Effective Business Writing (20 mins) |
| 4. Experiential Learning: Maximizing Learner Engagement (21 mins) | 9. The ADDIE Model (20 mins) |
| 5. Facilitation Skills for Trainers (22 mins) | 10. Tips for Leading Flawless Virtual Meetings (20 mins) |

Workforce Development: Business Fundamentals

6 Lessons | 260 Minutes | 0.20 CEUs

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

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| 1. Accounting 101 (20 mins) | 5. Project Management for the Accidental Project Manager - A Basic “How to” Approach (90 mins) |
| 2. Becoming a Strategic Thinker (20 mins) | 6. Project Management for the Accidental Project Manager - A Basic “How to” Approach (90 mins) |
| 3. Effective Problem Solving and Decision-Making Tools (20 mins) | |
| 4. How to Understand and Analyze Financial Statements (90 mins) | |

Workplace Communication Training

12 Lessons | 315 Minutes | 0.50 CEUs

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

1. Assertive Communication Skills for Women (20 mins)
2. Building and Maintaining Trust (20 mins)
3. Building Credibility and Trust for Improved Communication (23 mins)
4. Communication Skills of a Credible Leader (21 mins)
5. Crash Course in Mistake Free Business Writing (90 mins)
6. Enhancing Collaborative Communication (21 mins)
7. Enhancing Communication Skills (20 mins)
8. Framing the Message for Greater Impact (20 mins)
9. Motivating and Influencing Throughout the Organization (20 mins)
10. Persuasive Communication Skills for Leaders (20 mins)
11. Principles of Effective Business Writing (20 mins)
12. Strategies for Managing Situational Conflict (20 mins)

Workplace Development: Problem Solving and Data Analysis

8 Lessons | 301 Minutes | 0.50 CEUs

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

1. Analyzing Data Using the DASA Model (20 mins)
2. Effective Problem Solving & Decision-Making Tools (20 mins)
3. Leading the PAC: Researching and Presenting Data (20 mins)
4. Mastering Excel Formulas and Functions - Part 1 (90 mins)
5. Mastering Excel Formulas and Functions - Part 2 (90 mins)
6. Presenting Visually Compelling Data (15 mins)
7. Statistical Analysis Tools and Techniques (20 mins)
8. The ART of Analytical Thinking (26 mins)



OnDemand Training Library

To learn more call us at:

1-866-929-1590