



## Human Capital Management Catalog

Human Capital Management Courseware supports the professional development requirements for interacting with coworkers, employees, and customers. Topic areas include Business Code of Conduct; Communication; Customer Service; Human Resources; IT Professional Skills; Knowledge Management; Leadership; Management; Personal Development; Project Management; Support Professionals; Team Building. More than 1000 hours of Human Capital Management Courseware are offered.

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## Human Capital Management Catalog

### **-360-Degree Feedback (NETg) 12 hrs**

- Experiencing 360-Degree Feedback
- Implementing a 360-Degree Program
- Maximizing the Benefits of 360-Degree Feedback

### **-Achieving Success Without Authority (NETg) 8 hrs**

- Focusing on Results
- Personal Accountability

### **-Administrative Assistant Skills (NETg) 12 hrs**

- Enhancing Your Skills
- Excelling as an Administrative Assistant
- Understanding Basic Skills

### **Advanced Business Communications (NETg) 12 hrs**

- Business Writing for Results
- Effective Business Communication
- Guidelines for Effective Communication

### **-Advanced Interpersonal Communication (NETg) 12 hrs**

- Building Relationships
- Communicating to Build a Positive Culture
- Communicating with Co-Workers

### **Advanced Project Leadership (NETg) 8 hrs**

- Bringing Home the Value
- Navigating Corporate Structures
- Organization, Strategy and Business Needs
- Selling Project Management to the Organization

### **Advanced Project Management (NETg) 23 hrs**

- Building Productive Stakeholder Relationships
- Managing Accelerated Projects
- Portfolio Management
- Project Estimating Techniques
- Project Management Maturity
- Setting Up a Project Office
- Balanced Scorecard: Corporate Strategy
- Balanced Scorecard: Implementing
- Balanced Scorecard: Measuring Business Objectives

### **-Business Code of Conduct (NETg) 4 hrs**

- Business Code of Conduct - Bribery and Kickbacks
- Business Code of Conduct - Confidentiality and Company Assets
- Business Code of Conduct - Conflicts of Interest
- Business Code of Conduct - Insider Trading
- Business Code of Conduct - Sarbanes Oxley Act
- Business Code of Conduct: Ethical Responsibility



## Human Capital Management Catalog

### **-Business Ethics (NETg) 12 hrs**

- Ethical Decision Making
- Managerial Business Ethics
- Organizational Ethics

### **-Business Etiquette (NETg) 12 hrs**

- Business Functions and Travel
- Communicating in Today's Workplace
- Office Protocol

### **-Business Problem Solving (NETg) 16 hrs**

- Business Problem Solving: Problem Solving Fundamentals
- Critical Thinking and Information Analysis
- Problem-Solving Teams
- The Problem-Solving Process

### **-Business Travel Safety (NETg) 16 hrs**

- Domestic Travel
- Forming a Corporate Travel Safety Program
- International Travel
- Safety Measures for Travelers

### **-Business Writing (NETg) 6 hrs**

- Business Writing - The Fundamentals
- Business Writing - Writing Effective Proposals

### **-Call Center (NETg) 4 hrs**

- Inbound Customer Service

### **-Call Center Management (NETg) 12 hrs**

- Call Center Management: Managing an Inbound Call Center
- Call Center Management: Managing and Motivating Your Staff
- Call Center Management: Measuring Quality and Performance

### **-Career Development (NETg)**

- Developing a Career Strategy
- Excelling in Your Career
- Professional Networking

### **-Change Management (NETg) 12 hrs**

- Adapting to Change
- Managing Change

### **-Coaching (NETg) 8 hrs**

- Applying the Coaching Process
- Building Relationships
- Communicating with Employees

### **-Communicating with Difficult People (NETg) 12 hrs**

- Communicating with Your Manager



## Human Capital Management Catalog

- Handling Difficult Co-Workers
- Working with Difficult Employees

### **-Conducting Meetings (NETg) 12 hrs**

- Effective Meeting Communication
- Managing a Meeting
- The Meeting Process

### **-Correcting Performance Problems (NETg) 12 hrs**

- Addressing Performance Problems
- Disciplining Employees
- Identifying Performance Problems

### **-Creativity and Innovation (NETg) 16 hrs**

- Fostering a Creative Environment
- Increasing Personal Creativity
- Promoting Team Creativity
- Thinking Creatively

### **-Cross-Cultural Business Communication (NETg) 12 hrs**

- Addressing Cross-Cultural Business Situations
- Developing Cross-Cultural Communication Skills
- Understanding Cultural Differences

### **-Cross-Functional Teams (NETg) 12 hrs**

- Cross-Functional Team Development
- Goal Setting in a Cross-Functional Team
- Selecting Cross-Functional Team Members

### **-Customer Relationship Management (NETg) 12 hrs**

- eCRM
- Fundamentals of CRM
- Implementing CRM

### **-Decision Making and Problem Solving (NETg) 8 hrs**

- Decision Making & Problem Solving: Problem Solving Fundamentals
- Decision Making Fundamentals

### **-Delegation (NETg) 12 hrs**

- Monitoring and Evaluating Results
- The Delegation Process
- Understanding Delegation

### **-Diversity (NETg) 4 hrs**

- Diversity: Diversity in the Workplace
- Diversity: Managing Diversity in the Workplace

### **-Effective Presentations (NETg) 12 hrs**

- Essentials of Persuasion
- Planning a Presentation



## Human Capital Management Catalog

---The Presentation Process

### **-e-Learning Essentials (NETg) 9 hrs**

- 48301 - E-Learning Essentials Pt. 1 - E-Learning and Successful Strategy
- 48302 - E-Learning Essentials Pt. 2 - Marketing to Your Key Players
- 48303 - E-Learning Essentials Pt. 3 - Deploying and Measuring Your Solution

### **-E-mail Etiquette (NETg) 12 hrs**

- E-mail in the Workplace
- Using E-mail to Communicate Successfully
- Writing Effective E-mail Messages

### **-Emotional Intelligence (NETg) 12 hrs**

- Applying Emotional Intelligence in the Workplace
- Developing Emotional Intelligence Skills
- Emotional Intelligence for Executives

### **-Employee Performance (NETg) (Upgrade) 9 hrs**

- Managing Difficult People
- Providing Feedback
- Resolving Conflict

### **-Essentials of Management (NETg) 15 hrs**

- Creating a Positive Workplace
- Maintaining a Productive Workforce
- Negotiation Skills
- Succeeding as a New Manager

### **-Excellence in Service (NETg) 8 hrs**

- Excellence in Service: Building Lasting Customer Relationships
- Excellence in Service: Communicating with Customers Virtually
- Excellence in Service: Creating an Exceptional Service Environment
- Excellence in Service: Solving Customer Problems

### **-Executive Level Leadership (NETg) 12 hrs**

- Becoming an Executive Leader
- Change and the Executive Leader
- Leadership and Communication

### **-Exit Interviewing Skills (NETg) 12 hrs**

- Conducting an Exit Interview
- Preparing for an Exit Interview
- The Termination Process

### **-Facilitation (NETg) 12 hrs**

- Facilitating Challenging Situations
- The Effective Facilitator
- The Facilitation Process



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### **-Frontline Leadership (NETg) 12 hrs**

- Knowledge in the Workplace
- Positively Influencing Workplace Culture
- Preparing to Lead

### **-Goal Setting (NETg) 12 hrs**

- Goal Setting Tools for Managers
- Organizational Goal Setting
- Reaching Individual Goals

### **-Grammar Skills (NETg) 7 hrs**

- Grammar Skills - An Introduction to Basic Grammar
- Grammar Skills - Punctuation, Mechanics, and Spelling
- Grammar Skills - Writing Effectively

### **-Human Resource Law (NETg) 24 hrs**

- Human Resource Law: Americans with Disabilities Act
- Human Resource Law: Equal Employment Opportunity Law
- Human Resource Law: Fair Labor Standards Act
- Human Resource Law: Family and Medical Leave Act
- Human Resource Law: Management's Role
- Human Resource Law: Understanding Privacy Rights

### **-Interpersonal Communication (NETg) 12 hrs**

- Effective Communication
- Listening Skills
- Telephone Skills

### **-Interviewing (NETg) 14 hrs**

- Conducting an Interview
- Interviewing Skills: Behavioral Interviewing
- Laws Governing the Interview Process
- Preparing for an Interview

### **-Leadership Development (NETg) 20 hrs**

- Delegation
- Goal Setting
- Leading the Way
- Learning to Lead
- Motivation

### **-Listening Skills (NETg) 8 hrs**

- Listening Skills: Listening Challenges
- The Fundamentals of Listening

### **-Managerial Leadership (NETg) 12 hrs**

- Creating a Vision
- Leading Through Change
- Motivating Employees



## Human Capital Management Catalog

### **-Managing Change (NETg) 12 hrs**

- Managing Yourself Through Change
- Overcoming Change Obstacles
- The Change Process

### **-Managing Generations (NETg) 12 hrs**

- Generations Working Together
- Recruitment and Retention
- Understanding the Generations

### **-Managing High Performers (NETg) 12 hrs**

- Creating a Retention Strategy
- Defining and Finding High Performers
- Implementing Recognition Programs

### **-Managing IT Projects (NETg) 13.5 hrs**

- Project Control and Closure
- Project Fundamentals and Initiation
- Project Planning and Execution

### **-Managing Performance (NETg) 12 hrs**

- Establishing a Performance Plan
- Overcoming Performance Appraisal Challenges
- The Performance Appraisal Process

### **-Managing the Expert (NETg) 12 hrs**

- Developing a Successful Environment
- Managing the Unique Needs of Experts
- Understanding Experts

### **-Mentoring (NETg) 12 hrs**

- Developing Your Mentoring Skills
- Implementing a Formal Mentoring Program
- Using a Mentor to Your Advantage

### **-Motivation (NETg) 12 hrs**

- Empowering to Increase Motivation
- Fostering Employee Motivation
- Motivating Through Rewards and Recognition

### **-Moving from Technical Professional to Manager (NETg 11 hrs)**

- Getting Started
- Managing Personnel
- Managing the IT Department

### **-Negotiating (NETg) 12 hrs**

- Advanced Negotiating Tactics
- Preparing for a Negotiation
- The Negotiation Process



## Human Capital Management Catalog

### **-Organizational Behavior (NETg) 12 hrs**

- Organizational Dynamics for Individuals
- Organizational Group Dynamics
- The Organizational System

### **-Organizational Communication (NETg) 12 hrs**

- Organizational Communication: Communicating in the Workplace
- Organizational Communication: Managing Communication
- Organizational Communication: The Fundamentals

### **-Organizational Crisis Management (NETg) 10 hrs**

- Anticipating and Planning for Crisis Situations
- Managing a Crisis
- Resolving Crisis in Organizations

### **-Organizational Learning (NETg) 12 hrs**

- Deploying a Knowledge Management System
- Developing a Knowledge Management System
- Transferring Knowledge Within an Organization

### **-Organizational Skills (NETg) 8 hrs**

- Managing Information
- Time Management

### **-Project Leadership (NETg) 12 hrs**

- Communicating Within a Project Team
- Leading the Project Team
- Project Leadership: Overcoming Obstacles

### **-Project Management (NETg) 44 hrs**

- Project Management: Communications
- Project Management: Contracts and Procurement
- Project Management: Coordination
- Project Management: Estimating Costs
- Project Management: Quality Standards
- Project Management: Risk Management
- Project Management: Scope
- Project Management: The Fundamentals
- Project Management: The Process
- Project Management: The Team
- Project Management: Time Management

### **-Project Management Essentials (NETg) 12 hrs**

- Controlling and Closing a Project
- Planning a Project
- Project Scheduling and Budgeting

### **-Project Management for Verticals (NETg) 4 hrs**

- Project Management: Government
- Project Management: Pharmaceutical



### **-Project Teams (NETg) 12 hrs**

- Building a Project Team
- Participating in a Project Team
- Project Team Management: Team Building Techniques

### **-Recruiting and Retention (NETg) 12 hrs**

- Internet Recruiting
- Keeping Your Good Employees
- Recruiting and Retention: Staffing Your Organization

### **-Self Development (NETg) 24 hrs**

- Balancing Your Personal and Professional Life
- Developing Rapport Through Communication
- Improving Your Memory
- Increasing Your Assertiveness
- Motivating Yourself to Perform
- Positively Influencing Others

### **-Sexual Harassment (NETg) 12 hrs**

- Preventing Sexual Harassment Claims
- Resolving Sexual Harassment Claims
- What Employees Should Know

### **-Strategic Decision Making (NETg) 12 hrs**

- Advanced Decision Making
- Making the Right Decision
- Preparing to Make Decisions

### **-Stress Management (NETg) 4 hrs**

- Stress Management: Fundamentals for Employees
- Stress Management: Fundamentals for Managers

### **-Succession Planning (NETg) 12 hrs**

- Elements and Approaches
- Setting up a Succession Planning Program
- Successors, Plan Evaluations, and Planning Tools

### **-Talent Management (NETg) 6 hrs**

- Talent Management: Developing Talent
- Talent Management: Knowing Talent
- Talent Management: Selecting Talent

### **-Team Conflict (NETg) 12 hrs**

- Overcoming Conflict with Communication
- Resolving Team Conflict
- Working in Diversified Teams

### **-Team Leadership (NETg) 12 hrs**

- Conducting Productive Team Meetings



## Human Capital Management Catalog

- Developing a High-Performance Team
- Promoting Your Team's Effectiveness

### **-Team Management (NETg) 4 hrs**

- High Performance Teams

### **-Team Participation (NETg) 16 hrs**

- Decision Making in Teams
- Resolving Conflict in Teams
- Team Communication
- Teamwork Fundamentals

### **-Telephone Skills (NETg) 12 hrs**

- Effectively Managing Inbound and Outbound Calls
- Handling Difficult Calls
- Professionalism Through Basic Skills

### **-Time Management (NETg) 12 hrs**

- Developing a Time Management Plan
- Overcoming Time Management Challenges
- Planning Your Day

### **-Virtual Team Management (NETg) 12 hrs**

- Coaching Virtual Team Members
- Developing Virtual Teams
- Managing Virtual Team Relationships

### **-Women in Leadership (NETg) 12 hrs**

- Becoming a Leader
- Developing a Leadership Path
- Leadership Roles and Styles

### **-Workplace Aggression (NETg) 12 hrs**

- Defusing Aggressive Situations
- Recognizing Aggressive Behavior
- Workplace Aggression: Taking a Proactive Approach