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Appendix A

SkillSoft Course Listing

BC0101 - SkillSoft Guided Tour
ABC0111 - e-Learning
ADM0101 - Getting Started--Administrative Support
ADM0102 - Overview to Effective Business Communication
ADM0103 - Using Effective Business Communication
ADM0104 - Administrative Functions
ADM0105 - Advancing Your Career
COMM0101 - Communicate to Develop Relationships
COMM0102 - Communicating to Increase Understanding
COMM0103 - Listening, Influencing and Handling Tough Situations
COMM0104 - Communicating Better with Your Team
COMM0111 - Dynamics of Interpersonal Communication
COMM0112 - Communication Tools
COMM0113 - The Many Faces of Communication
COMM0114 - The Interpersonal Side of Conflict
COMM0115 - Interpersonal Business Savvy
COMM0116 - Developing Interpersonal Skills in Your People
COMM0141 - What Is Emotional Intelligence?
COMM0142 - Emotional Intelligence at Work
COMM0143 - Teamwork and Emotional Intelligence
COMM0144 - Increasing Your Emotional Intelligence
COMM0145 - The Emotionally Intelligent Leader
COMM0161 - Difficult People in the Workplace
COMM0162 - Working with Aggressive People
COMM0163 - Working with Negative People and Procrastinators
COMM0164 - Working with Arrogant and Duplicitous People
COMM0171 - Professional Assertiveness
COMM0172 - Assertive Communication - Title 2
COMM0181 - Everyday Business Etiquette
COMM0182 - Communication Etiquette
COMM0183 - Etiquette and the Business Meeting
COMM0184 - Etiquette for Supervisors
COMM0185 - Business Etiquette and Professionalism - Title 5
COMM0186 - Business Etiquette and Professionalism - Title 6
COMM0201 - Foundations of Grammar
COMM0202 - Sentence Construction
COMM0203 - Understanding Writing Mechanics
COMM0204 - Punctuating with Skill
COMM0211 - Preparing to Write Effectively to Your Audience
COMM0212 - Writing Concisely and Accurately
COMM0213 - Writing Effective Business Documents
COMM0221 - Exploring the New Basics of Business Writing
COMM0222 - Writing High-impact Reports and Proposals

COMM0223 - Producing Letters that Drive Your Business
COMM0224 - Using Good Letters to Deliver Bad News
COMM0225 - Writing: The Art of In-house Memos
COMM0226 - Writing Effective E-mail Messages
COMM0311 - Planning Your Presentation
COMM0312 - Delivering Your Presentation
COMM0313 - Presenting with Confidence and Impact
COMM0321 - The Foundations of Presentations
COMM0322 - Basic Presentation Structure
COMM0323 - Using Presentation Equipment Effectively
COMM0324 - Effective Presentation Delivery
COMM0325 - Advanced Presentation Skills
COMM0326 - Presentation as a Management Tool
COMM0331 - Planning Effective Business Meetings
COMM0332 - Leading an Effective Meeting
COMM0333 - Meeting Participants
COMM0401 - Handle Calls with Confidence and Professionalism
COMM0402 - Turn Difficult Callers into Delighted Customers
COMM0403 - Managing Telephone Technology
COMM0501 - Crafting a Deal
COMM0502 - Connect and Communicate
COMM0503 - The Negotiation Process
COMM0504 - The Dynamics of Interaction
COMM0505 - Inclusive Negotiating
COMM0506 - When the Going Gets Tough
COMM0507 - The Master Negotiator
COMM0601 - Managing Cultural Divides
COMM0602 - Around the World in 80 Cultures
COMM0603 - America's Neighbors: Beyond U.S. Borders
COMM0604 - Over There: Conducting Business with Europeans
COMM0605 - Crossing the Dateline: Japan, China, India
COMM0606 - A Rich Tapestry of Cultural Contrasts
CUST0101 - Building the Service Foundation: Corporate Culture
CUST0102 - Fundamentals of Exceptional Customer Service
CUST0103 - The Voice of the Customer
CUST0104 - Advancing Your Service Expertise
CUST0105 - Customers, Conflict and Confrontation
CUST0106 - Overcoming Challenging Service Situations
CUST0107 - Instilling Service Excellence: the EXCEL Acronym
CUST0108 - Service Stars and Service Teams
CUST0121 - The Customer-driven Organization
CUST0122 - Hiring and Retaining Service Professionals
CUST0123 - Effective Service Recovery
CUST0124 - Serving Your Internal Customers
CUST0125 - Beginning Electronic Customer Relationships
CUST0126 - Sustaining Excellent Customer Service
CUST0131 - Discovering What Your Customers Want
CUST0132 - Developing Customer Satisfaction Surveys
CUST0133 - Customer Satisfaction: From Analysis to Implementation
CUST0201 - Establishing Your Team's Desired Performance

CUST0202 - Coaching in a Service Oriented Culture
CUST0203 - Exceeding Customer Expectations
CUST0204 - Customer Service Strategy
CUST0205 - Improving the Process of Service Delivery
CUST0206 - Navigating the Change Process Successfully
EBUS0101 - The Fundamentals of e-Business
EBUS0102 - Approaches to e-Business
EBUS0103 - e-Business Opportunities
EBUS0104 - e-Business Design
EBUS0105 - Building a Successful Web Site
EBUS0106 - e-Business Solutions
EBUS0111 - Introduction to Customer Relationship Management
EBUS0112 - Electronic Customer Relationship Management
EBUS0113 - Data Mining
EBUS0114 - Profiting from Customer Relationship Management
EBUS0115 - Value Nets
FIN0121 - Accounting Fundamentals
FIN0122 - Accounting Using Special Journals
FIN0123 - Accounting for Cash Control
FIN0124 - Accounting for Merchandising Businesses
FIN0141 - Introduction to Finance
FIN0142 - Making Budgets Work
FIN0143 - Cash Management
FIN0144 - Financial Statements and Analysis
FIN0145 - Sources of Funding
FIN0146 - Manager's Performance Guide - Business Finance
FIN0201 - The Basics of Budgeting
FIN0202 - Building an Operating Budget
FIN0203 - Capital Budgeting
FIN0204 - Managing Budgets Effectively
FIN0211 - Introduction to Advanced Finance
FIN0212 - Investment Project Analysis and Selection
FIN0213 - Raising Capital and Financing Decisions
FIN0214 - Managing Working Capital
FIN0215 - Corporate Restructuring
FIN0216 - Financial Risk Management
FIN0217 - International Finance
FIN0221 - Accounting for Partnerships
FIN0222 - Accounting for Corporations
FIN0223 - Analyzing Cash Flow Statements
FIN0224 - Master Budgets
FS0201 - The Financial Services Industry
FS0202 - Customer Service for New Account Representatives
FS0203 - Financial Service Representatives in Action
FS0204 - Sales for New Account Representatives
FS0205 - Savings and Checking for New Account Representatives
FS0206 - IRAs for New Account Representatives
FS0207 - Commercial Accounts for New Account Representatives
HR0101 - Human Resources Planning and Analysis
HR0102 - Getting the Workforce Your Company Needs

HR0103 - Workforce Compensation
HR0104 - The Climate for Performance
HR0111 - Workplace Harassment
HR0112 - Diversity in the Workplace
HR0113 - Business Ethics
HR0114 - Family Medical Leave Act (FMLA)
HR0115 - Equal Employment Opportunity (EEO)
HR0116 - Americans with Disabilities Act
HR0117 - Rightful Termination
HR0201 - The Pre-interview Process
HR0202 - Conducting Effective Interviews
HR0203 - Critical Parameters for Evaluating Candidates
HR0211 - Building a Firm Foundation
HR0212 - Screening Applicants
HR0213 - Preparing for the Behavioral Interview
HR0214 - Conducting the Behavioral-based Interview
HR0215 - Preparing as the Interviewee
HR0216 - Experiencing the Behavioral-based Interview
HR0221 - Recruiting for the 21st Century: The Market
HR0222 - Recruiting for the 21st Century: Strategies
HR0223 - Recruiting Successfully
HR0224 - Online Recruiting
HR0225 - Facilitating Effective Hiring
HR0226 - Retention Solutions: Loyalty Isn't a Four-Letter Word
HR0301 - What is Sexual Harassment?
HR0302 - Quid Pro Quo Harassment
HR0303 - Hostile Work Environment Harassment
HR0304 - The Employer's Liability and Responsibilities
HR0305 - Getting Through the Legal Process
HR0306 - Avoiding Harassment Claims: Policies & Procedures
HR0331 - Workplace Diversity
HR0332 - Culture and Behavior
HR0333 - Organizational Inclusion
HR0334 - Corporate Culture and Diversity
HR0335 - Management Skills for the Diverse Work Force
HR0336 - Communication and Diversity Adoption
HR0341 - Workplace Aggression: The Scope of the Problem
HR0342 - The Three Stages of Aggressive Behavior
HR0343 - Potential Powder Kegs: Identifying & Defusing Them
HR0344 - How to Make Your Company Safer
HR0345 - Keeping Your Company out of Legal Trouble
HR0346 - Managing a Violent Crisis
IND0101 - The Federal Government Is You
IND0102 - Purposes of the Federal Government
IND0103 - Organization of the Federal Government
IND0104 - Dealing with the Federal Government
KNOW0101 - The Art of Knowledge Management
KNOW0102 - Knowledge as Capital
KNOW0103 - Putting Knowledge to Work
KNOW0104 - Managing Knowledge Workers

KNOW0105 - Being a Knowledge Activist
KNOW0201 - Knowledge as Strategy: Performance Improvement
KNOW0202 - The Power of the Learning Organization
KNOW0203 - The Potential of Self-directed Learning
KNOW0204 - Implementing and Evaluating Self-directed Learning
KNOW0205 - Performance Support
KNOW0206 - Benchmarking for Best Practices
KNOW0301 - Training for Business Results
LAW0101 - A Manager's Introduction to Business Law
LAW0102 - Contract Law: The Law of Business Transactions
LAW0103 - Employment and Labor Law
LAW0104 - Business Formation and Legal Competition
LAW0105 - Intellectual Property and Proprietary Rights
LAW0106 - Lawsuits and Negotiations
LEAD0121 - Challenges of the 21st Century
LEAD0122 - Organizational Culture and Leadership
LEAD0123 - Energizing and Empowering Employees
LEAD0124 - Leadership and the Knowledge Worker
LEAD0125 - Leading Change from the Front Line
LEAD0126 - Dynamics of Leadership
LEAD0131 - The Secrets of Female Leaders
LEAD0132 - Leadership Skills for Women - Title 2
LEAD0133 - Leadership Skills for Women - Title 3
LEAD0134 - Leadership Skills for Women - Title 4
LEAD0135 - Leadership Skills for Women - Title 5
LEAD0136 - Leadership Skills for Women - Title 6
LEAD0201 - Senior Leadership Principles
LEAD0202 - Senior Leadership in Action
LEAD0221 - The Mark of a Leader
LEAD0222 - Communicating a Shared Vision
LEAD0223 - The Enabling Leader
LEAD0224 - Removing Performance Barriers
LEAD0225 - Communicating as a Leader
LEAD0226 - Coaching for Performance
LEAD0227 - Leading through Change
LEAD0228 - The Leader as a Model
LEAD0231 - Introduction to Work Force Generations
LEAD0232 - Attracting, Developing, and Retaining Generations
LEAD0233 - Leading Silent Generation and Baby Boom Workers
LEAD0234 - Leading Generations X and Next
LEAD0235 - Making Cross-generational Teams Work
LEAD0236 - Cross-generational Workers in the 21st Century
MGMT0101 - Prepare for Your New Management Role
MGMT0102 - Lead and Develop Your Staff
MGMT0103 - Communication Skills and Positive Attitude
MGMT0111 - Competencies for Tomorrow's Managers
MGMT0112 - Development Tools for Tomorrow's Managers
MGMT0113 - The Manager as Coach and Counselor
MGMT0114 - The Manager as Project Champion
MGMT0115 - A Manager's Primer for Ensuring Accountability

MGMT0116 - Continuous Learning for Tomorrow's Managers
 MGMT0131 - Understand and Confront Performance Problems
 MGMT0132 - Setting and Clarifying Standards
 MGMT0133 - Motivate and Recognize Employees
 MGMT0134 - Using Formal Discipline Measures
 MGMT0141 - Effective Management: Performance-based Appraisal
 MGMT0142 - Designing Successful Performance-based Appraisals
 MGMT0143 - Implementing Performance-based Appraisals
 MGMT0144 - Performance-based Appraisal: An Employee View
 MGMT0145 - Appraising the Performance-oriented Team
 MGMT0221 - Understanding Conflict
 MGMT0222 - Contentious Tactics and Conflict Escalation
 MGMT0223 - Resolving Conflict through Problem Solving
 MGMT0231 - The Role of the Facilitator
 MGMT0232 - Facilitative Fundamentals: Techniques and Tools
 MGMT0233 - Facilitating Work Groups and Meetings
 MGMT0234 - Facilitating Challenging Situations
 MGMT0235 - Facilitative Formats and Tools: Offering Options
 MGMT0236 - The Facilitative Leader
 MGMT0241 - Coaching Changes Managerial Malpractices
 MGMT0242 - Foundations of Coaching
 MGMT0243 - The Coach's Roles
 MGMT0244 - Coaching and the People Issues
 MGMT0245 - Coaching Excellence Changes You
 MGMT0246 - Manager's Performance Guide - Coaching Skills
 MGMT0251 - Effective Mentoring
 MGMT0252 - The Mentoring Manager
 MGMT0253 - Implementing an Organizationwide Mentoring Program
 MGMT0254 - Mentoring Strategies in the 21st Century
 MGMT0255 - Achieving Success with the Help of a Mentor
 MGMT0256 - e-Mentoring
 MGMT0311 - The Path from Pessimism to Optimism
 MGMT0312 - Proactive Approaches to Stop Negativity
 MGMT0313 - Overcoming Organizational Negativity
 MGMT0331 - Change Leadership
 MGMT0332 - Communicating and Reinforcing Change
 MGMT0333 - Overcoming the Challenges of Change
 MKT0201 - Elements of Marketing Strategy
 MKT0202 - Analyzing the Market
 MKT0203 - Competitive Factors in Strategic Marketing
 MKT0204 - Writing a Marketing Plan: Phase 1
 MKT0205 - Writing the Marketing Plan: Creative Strategy
 MKT0206 - Creating a Marketing Campaign
 MKT0207 - Marketing Management
 MKT0208 - Financial Analysis for Successful Marketing
 MKT0211 - Introduction to Brand Management
 MKT0212 - Building Brand Equity
 MKT0213 - Managing the Creative Elements of Brands
 MKT0214 - Integrated Marketing Communications and Your Brand
 MKT0215 - Evaluating Brand Effectiveness

MKT0216 - Managing and Maintaining Brand Equity
PROJ0101 - Defining Projects
PROJ0102 - Essential Project Management Tools
PROJ0103 - Computer-assisted Project Planning
PROJ0104 - Building the Project Team
PROJ0105 - Leading the Successful Project Team
PROJ0106 - Completing the Project
PROJ0111 - Project Management Context and Processes
PROJ0112 - Project Integration, Scope, and Time Management
PROJ0113 - Project Cost and Quality Management
PROJ0114 - Project Human Resources and Communications
PROJ0115 - Project Risk and Procurement Management
PROJ0116 - Manager's Performance Guide - Project Management
PROJ0221 - Project Plan Development
PROJ0222 - Project Plan Execution and Overall Change Control
PROJ0231 - Project Scope Management: Initiation and Planning
PROJ0232 - Project Scope Management: Defining Scope
PROJ0233 - Project Scope Management: Controlling Change
PROJ0241 - Project Activity Planning
PROJ0242 - Project Activity Duration Estimating
PROJ0243 - Project Schedule Development
PROJ0244 - Project Schedule Control
PROJ0251 - Project Resource Planning
PROJ0252 - Project Cost Estimating and Budgeting
PROJ0253 - Project Cost Control
PROJ0261 - Project Quality Planning
PROJ0262 - Project Quality Assurance
PROJ0263 - Project Quality Control
PROJ0271 - Project Organizational Planning
PROJ0272 - Project Staff Acquisition
PROJ0273 - Project Team Development
PROJ0281 - Project Communications Planning
PROJ0282 - Project Performance Reporting
PROJ0283 - Project Information Distribution & Closure
PROJ0291 - Project Risk Identification
PROJ0292 - Project Risk Quantification
PROJ0293 - Project Risk Response Development and Control
PROJ0301 - Project Procurement Planning
PROJ0302 - Project Solicitation
PROJ0303 - Project Source Selection
PROJ0304 - Project Contract Management
SALE0141 - Moving from Product Selling to Solution Selling
SALE0142 - Power Prospecting
SALE0143 - Finding the Pain You Can Cure
SALE0144 - Influencing Your Customer's Decision
SALE0145 - Presenting Your Solution
SALE0146 - Building Relationships for Continuing Success
SALE0211 - Sales Motivation
SALE0212 - Developing Your Full Sales Potential
SALE0213 - Advanced Sales Communication Techniques: Part One

SALE0214 - Advanced Sales Communication Techniques: Part Two
 SALE0215 - Maintaining Your Customer Base
 SALE0216 - Expanding Your Customer Base
 SALE0221 - Preparation and Strategic Planning
 SALE0222 - Strategic Planning
 SALE0223 - Progressing through the Complex Sale
 SALE0224 - Negotiating for Mutual Benefit
 SALE0225 - Developing the Account
 SALE8211 - Sales Motivation
 SALE8212 - Developing Your Full Sales Potential
 SALE8213 - Advanced Sales Communication Techniques: Part One
 SALE8214 - Advanced Sales Communication Techniques, Part 2
 SALE8215 - Expanding and Maximizing Your Customer Base
 SALE8216 - Time is Money – Spend it Well
 SALE8217 - Product and Company Knowledge, a Key Factor for Success
 STGY0211 - Fundamental Components of a Business Case
 STGY0212 - Developing Target Market Strategy
 STGY0213 - Understanding Positioning
 STGY0214 - The Marketing and Sales Plan
 STGY0215 - Pricing for Profitability
 STGY0216 - Presenting Your Case
 STGY0301 - Strategic Management - Planning
 STGY0302 - Strategic Management - Analysis and Choice
 STGY0303 - Strategic Management - Corporate Implementation
 STGY0311 - Technology Forecasting
 STGY0321 - Business Management and Strategy
 STGY0322 - Technology Management and Strategy
 STGY0331 - Value Chain: Structure and Analysis
 STGY0332 - Cost Advantage via Value Chain Analysis
 STGY0333 - Differentiation Advantage via Value Chain Analysis
 STGY0334 - Focus Advantage via Value Chain Analysis
 STGY0341 - Competitive Intelligence: Planning and Direction
 STGY0342 - Competitive Intelligence: Information Gathering
 STGY0343 - Competitive Intelligence: Analysis & Dissemination
 STGY0401 - What Is Systems Thinking?
 STGY0402 - Building a Healthy System
 STGY0403 - Systems-thinking Models and Thinking Skills
 STGY0404 - System Archetypes
 STGY0405 - Redesigning Your Organization: Part I
 STGY0406 - Redesigning Your Organization: Part II
 TEAM0121 - Determine Need and Select the Project Manager
 TEAM0122 - Select, Evaluate, and Fund Cross-functional Teams
 TEAM0123 - Developing the Cross-functional Team
 TEAM0124 - Achieving Results as a Cross-functional Team
 TEAM0131 - The Self-directed Project Team Member
 TEAM0132 - Project Team Communication Skills
 TEAM0133 - Team-building Is an Inside Job
 TEAM0134 - Troubleshooting for Project Teams
 TEAM0135 - The Project Team Star Player
 TEAM0136 - Honing Your Leadership Skills

TEAM0141 - Building a High-performance Team
TEAM0142 - Harnessing Collective Knowledge
TEAM0143 - Managing a Project with Your Team
TEAM0144 - Revving up Your High-performance Project Team
TEAM0145 - Maintaining Project Team Peak Performance
TEAM0146 - Fixing Broken Teams
TEAM0211 - Team Conflict: The Seeds of Dissent
TEAM0212 - Analyzing Workplace War Zones
TEAM0213 - Getting Past Clashes: Valuing Team Diversity
TEAM0214 - Conquering Conflict through Communication
TEAM0215 - The Path to Peace and Harmony
TEAM0216 - Manager's Performance Guide - Team Conflict Skills
TEAM0221 - Virtual Team Basics
TEAM0222 - Virtual Team Communication
TEAM0223 - Collaboration in Virtual Teams
TEAM0224 - Virtual Project Management
TEAM0225 - Virtual Team Leadership
TEAM0226 - Learning Organizations and the V

Appendix B



SkillSoft Web-based Training

SkillSoft offers a comprehensive library of web-delivered, self-directed learning courses and performance support tools, addressing a vast range of professional development and business skills.

SkillSoft Course Library

SkillSoft offers over 300 e-Learning courses and over 750 online job aids.

SkillSoft's Course Library consists of the following Subject areas:

Professional Development

Management	Personal Development
Leadership	Customer Service
Team Building	Project Management
Communication	

Business Expertise

Finance	Human Resources
Marketing	Knowledge
Management	
Operations	Strategic Planning

College Accreditation

The University of Phoenix and Strayer University have approved most SkillSoft courses for bachelor's degree credit. George Mason University awards Certificates in Continuing Education to learners who successfully complete SkillSoft's courses.

Professional Certification

SkillSoft is a registered education provider of the Project Management Institute approved to provide web-based, self-directed courses for the purpose of preparing candidates for PMP Certification. SkillSoft courses have been approved by NASBA (National Association of State Boards of Accountancy) for CPA's to receive credit toward their 40-hour CPE requirement.

Mastery-focused Learning

SkillSoft courses assure mastery by providing both preassessment and mastery assessments. SkillSoft's assessment methodology is based on having performance objectives mapped to each question. Every time a learner takes an assessment, the questions are randomized on three levels to ensure a unique assessment experience.

Accelerated Path™

A key feature in all SkillSoft courses is the Accelerated Path feature. This feature lets learners "test out" of topics in which they are able to demonstrate proficiency. Based on a learner's assessment results, SkillSoft courses will then create an individualized learning path through the content based on what the learner doesn't already know.

Online Job Aids

SkillSoft provides a repository of hundreds of online job aids to supplement the library of courseware. These forms, templates, and checklists aid the learner in the practical application of the skill and increase the impact of learning on the job.

Instructional Design

SkillSoft's instructional design draws heavily from adult learning theory with its emphasis on motivation, relevance, self-management, problem solving, and experimental learning. Learners remain actively engaged through frequent interactivity, practice, feedback and reinforcement. Key concepts and skills are taught through increasingly complex examples, case studies, and Role-Play™ simulations. Optional audio narration involves more of the learner's senses. Photo quality visuals provide effective modeling and better retention. Consistent navigation and book marking features mean learners can move easily in and out of courses based on their schedule and needs.

Access to SkillSoft Courses

SkillSoft courses are available to all LIWA personnel. Contact Training Branch for details.