Course Title	Duration (Hrs:Min)	Course Number	Course Description
Activities and Tools Used for Business Analysis	2:00	ib_cbcp_a02_it_enus	Business analysts must analyze and synthesize vast amounts of information, so having the ability to use a broad range of tools and techniques is a key requirement. Group activities can enable knowledge sharing, while various other techniques support decision making and business analysis. In this course, you'll learn about a number of business analysis tools, models, and activities as prescribed in A Guide to the Business Analysis Body of Knowledge® (BABOK® Guide) – Version 3.0 by the International Institute of Business Analysis (IIBA®).
Analytical Techniques Used for Business Analysis	2:02	ib_cbcp_a01_it_enus	Business analysts must use analysis tools and models to assist with scoping and planning, supporting business analysis, and decision making. In this course, you'll learn about a number of business analysis tools, models, and activities as prescribed in A Guide to the Business Analysis Body of Knowledge® (BABOK® Guide) – Version 3.0 by the International Institute of Business Analysis (IIBA®).
Business Analysis Perspectives	1:52	ib_cbbp_a03_it_enus	To be effective in any context, business analysts must be knowledgeable of the characteristics, required competencies, methodologies, and knowledge area implications when operating in a single or any combination of business analysis perspectives. In this course, you'll learn about the characteristics of business analysis perspectives – namely agile, business intelligence, information technology, business architecture, and business process management
Business Analysis Requirements Elicitation	2:00	ib_buap_a04_it_enus	This course provides a foundational knowledge base of business analysis information so learners can effectively put principles to work at their own organizations.
Business Analysis Requirements Management and Communication	2:00	ib_buap_a05_it_enus	This course provides an overview of managing solution scope and requirements using techniques like baselining and problem tracking. This course also covers maintaining and preparing requirements with a requirements package, and communicating requirements through requirements workshops and structured walkthroughs.
Business Analysis: Verify and Validate Requirements	2:00	ib_buap_a08_it_enus	this course covers the purpose and techniques for defining assumptions and constraints. This course also provides a description and techniques for verifying and validating requirements for a given initiative or project, such as checklists and prototyping.
Communication Skills and Project Management	2:00	oper_04_a05_bs_enus	This course explores how communication takes place, and presents techniques and strategies for enhancing communication. It also examines how various project management tools can be used to analyze project risk, feasibility, and priority.
Core PMIÂ® Values and Ethical Standards	2:00	proj_15_a02_bs_enus	The course provides a foundational knowledge base reflecting the most up-to-date project management information so learners can effectively put principles to work at their own organizations. Topics covered include the behaviors that align with the core values of responsibility, respect, honesty, and fairness; how to integrate ethics into your project environments; and how to resolve ethical dilemmas.
Creating a Positive Attitude	2:00	pd_05_a04_bs_enus	This course will show you that it is possible to change your perspective from negative to positive, and provide you with skills for overcoming the challenges that you face at work. Being successful starts and ends with you, and having a positive attitude will help you achieve your desired success.
Dealing with Irrational Customers and Escalating Complaints	2:00	cust_08_a04_bs_enus	This course describes how to properly support an irrational customer, handle emotional and rambling customers, and how and when to escalate customer complaints. This course helps to prepare learners to work in a customer support center or help desk environment.
Defining and Sequencing Project Activities (PMBOKÂ® Guide Fifth Edition)	2:00	proj_22_a01_bs_enus	This course covers defining and sequencing project activities in the project management discipline, and introduces best practices outlined in A Guide to the Project Management Body of Knowledge (PMBOK® Guide) – Fifth Edition, published by the Project Management Institute (PMI®). Specifically, learners will be provided with an overview of the Project Time Management Knowledge Area and the interrelation with the Process Groups.
Determining Requirements by Listening to the Voice of the Customer in Six Sigma	2:01	oper_39_a01_bs_enus	This course examines how an organization uses the voice of the customer to define the problem at hand and to set the direction of its Six Sigma efforts. It discusses some common customer data collection methods – such as surveys, interviews, and focus groups – and looks at how to ensure validity and reliability in data collection.
Developing and Controlling the Project Schedule (PMBOKÂ® Guide Fifth Edition)	2:00	proj_22_a03_bs_enus	The project schedule is critical to project management. It contains the planned start and finish dates for project activities and milestones. It also confirms which activities are dependent on others, therefore enabling the project manager to prioritize the order in which activities are to be completed. This course covers developing and controlling the project schedule in the project management discipline, and introduces best practices outlined in A Guide to the Project Management Body of Knowledge (PMBOK® Guide) – Fifth Edition, published by the Project Management Institute (PMI®).
Estimating Activity Resources and Durations (PMBOKÂ® Guide Fifth Edition)	2:00	proj_22_a02_bs_enus	This course covers estimating activity resources and durations in the project management discipline and introduces best practices outlined in A Guide to the Project Management Body of Knowledge (PMBOK® Guide) - Fifth Edition, published by the Project Management Institute (PMI®). Specifically, learners will be provided with an overview of establishing resource requirements, sources of activity duration information, and methods of estimating activity durations.

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Goals and Setting Goals	2:00	pd_05_a03_bs_enus	In this course, you'll examine the types of goals you can use to advance your career and personal life, learn to construct goals that are both challenging and achievable, discover how to embed the seeds of success within your goals, and explore ways to align your goals with your own priorities and the priorities of others who influence the way you use your time.
Integrated Initiation and Planning (PMBOKÂ® Guide Fifth Edition)	2:00	proj_20_a01_bs_enus	In this course, learners will be given an overview of the Project Integration Management Knowledge Area. They'll be introduced to best practices outlined in A Guide to the Project Management Body of Knowledge (PMBOK® Guide) – Fifth Edition published by the Project Management Institute (PMI®). Specifically, learners will be introduced to Project Integration Management and its processes, the project charter, including the statement of work and business case. They'll also be introduced to the project management plan. This course provides a foundational knowledge base reflecting the most up-to-date project management information so learners can effectively put principles to work at their own organizations.
Introduction to Business Analysis and Essential Competencies	2:00	ib_buap_a01_it_enus	This course provides an overview of what business analysis is, including fundamental concepts and knowledge areas as prescribed in A Guide to the Business Analysis Body of Knowledge® (BABOK® Guide) – Version 2.0 by the International Institute of Business Analysis (IIBA®). This course also covers the essential competencies required for effective business analysis, including behavioral characteristics, business and software knowledge, and communication and interaction skills.
Life, Health, and General Insurance	2:00	fini_03_a02_bs_enus	Overview
Managing from Within: Self-empowerment	2:00	pd_05_a02_bs_enus	Insurance is a form of risk management for individuals, families, and organizations, and even for insurers themselves through reinsurance. Life and health insurance companies offer their products so that the insured – the policyholders – can have peace of mind and protection from the inevitable consequences of life, such as personal injury, disability, health care costs, and death. This course presents a high-level view of key products and services associated with life, health care, long-term care, disability, and general insurance for individuals and organizations.
Managing Project Human Resources (PMBOKÂ® Guide Fifth Edition)	2:00	proj_25_a02_bs_enus	This course covers the Develop Project Team and Manage Project Team processes, the third and fourth processes within the Project Human Resources Management Knowledge Area. Learners will be introduced to best practices outlined in A Guide to the Project Management Body of Knowledge (PMBOK® Guide) – Fifth Edition published by the Project Management Institute (PMI®). Techniques for developing project teams, such as training, team-building activities, and recognition and rewards will be discussed. Learners will also be introduced to strategies for enhancing project performance and conflict management techniques.
Managing Projects within Organizations (PMBOKÂ® Guide Fifth Edition)	2:00	proj_19_a01_bs_enus	This course provides an overview of the project management discipline as outlined in A Guide to the Project Management Body of Knowledge (PMBOK® Guide) - Fifth Edition published by the Project Management Institute (PMI®). Specifically, it introduces the characteristics of a project, the responsibilities that accompany project management, and the differences between portfolios, programs, and projects. The course will identify key project management concepts and terms and provide information about the variables that can influence project outcomes. It will also cover the project stakeholders and the organizational influences on a project.
Organization and HR: Employee Relations	1:56	hr_19_a04_bs_enus	This course deals with various aspects of employee relations. You'll learn about the rights and responsibilities of employers and employees, international and third-party stakeholders who affect employee relations, the role of regulations and unions, and the challenges in building and maintaining positive employee relations.
Performing Risk Analysis (PMBOKÂ® Guide Fifth Edition)	2:00	proj_27_a03_bs_enus	This course explores both qualitative and quantitative risk analysis techniques. Specifically, learners will be introduced to qualitative tools like the probability and impact matrix, risk probability and impact assessment, and risk urgency assessment. Quantitative risk analysis techniques include data gathering and representation and quantitative modeling techniques.
Plan and Manage Project Communications (PMBOK® Guide Fifth Edition)	2:00	proj_26_a01_bs_enus	Communications management is one of the most essential functions of a project manager. Project managers need to plan out a strategy to ensure that needed information is gathered and produced efficiently. In this course learners will learn how to plan and manage project communications.
Plan Quality Management (PMBOKÂ® Guide Fifth Edition)	2:00	proj_24_a01_bs_enus	In this course, learners will be given an overview of the Project Quality Management Knowledge Area. They'll be introduced to best practices outlined in A Guide to the Project Management Body of Knowledge (PMBOK® Guide) – Fifth Edition published by the Project Management Institute (PMI®). Specifically, learners will be introduced to the three processes in the Quality Management Knowledge Area and how they fit into the project management Process Groups. This course also covers, in detail, the Plan Quality Management process. This process helps project managers identify the relevant quality standards for a project and then determine how to satisfy those requirements.

Course	Duration	Code	Description
Planning Project Costs (PMBOKÂ® Guide Fifth Edition)	2:00	proj_23_a01_bs_enus	This course provides an overview of estimating and budgeting project costs in the Project Cost Management Knowledge Area, and introduces best practices outlined in A Guide to the Project Management Body of Knowledge (PMBOK® Guide) – Fifth Edition, published by the Project Management Institute (PMI®). Specifically, this course covers planning how to manage project costs, gathering cost information from numerous sources and then utilizing that information, and using tools and techniques such as bottom-up estimating and reserve analysis for estimating costs. Learners will also determine the project budget by calculating reserves and funding requirements.
Program Life Cycle and Benefits Management	2:00	proj_16_a02_bs_enus	This course describes the program life cycle, including why it's important to organize programs into phases, the key distinctions between program and project life cycles, and how program benefits and governance are managed across the life cycle. Also covered are the activities carried out in each phase of the program life cycle, with examples from different program scenarios.
Project Management Process Groups (PMBOKÂ® Guide Fifth Edition)	2:00	proj_19_a03_bs_enus	In this course, learners will be introduced to the following project management Process Groups: Initiating, Planning, Executing, Monitoring and Controlling, and Closing. Learners will also discover how the Process Groups interact with the ten Knowledge Areas: Project Integration Management, Project Scope Management, Project Time Management, Project Cost Management, Project Quality Management, Project Human Resource Management, Project Communications Management, Project Risk Management, Project Stakeholder Management, and Project Procurement Management.
Project Requirements and Defining Scope (PMBOKÂ® Guide Fifth Edition)	2:00	proj_21_a01_bs_enus	This course covers all the activities related to planning scope management and developing a project scope statement. Specifically, learners will be introduced to the first three processes in the Project Scope Management Knowledge Area – Plan Scope Management, Collect Requirements, and Define Scope.
Pursuing Successful Lifelong Learning	2:00	pd_05_a05_bs_enus	Today's successful individual understands that the business world is constantly changing the way people work and the way work is accomplished. How often have you heard these terms: lifelong learning, self-directed learning, continuous learning, and knowledge worker? If you wonder what these terms really mean, why they are important, and how you rate as a worker and learner for the 21st century, then this course is for you.
Quality Assurance and Quality Control (PMBOKÂ® Guide Fifth Edition)	2:00	proj_24_a02_bs_enus	In this course, learners will be given an overview of the Perform Quality Assurance and Control Quality processes within the Project Quality Management Knowledge Area. They'll be introduced to best practices outlined in A Guide to the Project Management Body of Knowledge (PMBOK® Guide) – Fifth Edition published by the Project Management Institute (PMI®). Specifically, learners will be introduced to the tools and techniques used in quality assurance, such as quality audits and performing a process analysis. They'll also learn quality control tools, such as cause and effect diagrams, statistical sampling, and inspection.
Quality Systems, Models, and Theories	2:00	oper_04_a06_bs_enus	This course explores the quality mission, plan, and methodologies and discusses the importance of effective monitoring, documentation, and implementation. It examines various quality models and theories used in corporations today.
Recruiting Talent	2:00	hr_05_a01_bs_enus	This course explores two aspects of recruitment as one component of a sustainable talent management strategy: attracting the talent needed to meet the company's needs, and using innovative recruiting techniques to find the right people. Learners will explore how to consider the needs of the organization balanced against the expectations and needs of the potential employees who comprise the talent market. The talent market consists of a cross-section of potential employees that spans generations, cultures, languages, and even continents, each of which brings something different to the table and may expect or want something different in return. The course specifically focuses on how to appeal to these recruits by tapping in to what is important to them in a job.
Retaining Your Talent Pool	2:00	hr_05_a02_bs_enus	This course provides you with an overview of employee retention strategies. Specifically, you'll explore the elements of a high-retention organization and the procedure for implementing a successful retention strategy. This course also covers employee engagement, including identifying and enhancing engagement drivers, measuring engagement, and executing an engagement strategy.
Risk Response and Control (PMBOKÂ® Guide Fifth Edition)	2:00	proj_27_a04_bs_enus	This course covers the last two processes in the Project Risk Management Knowledge Area – Plan Risk Responses and Control Risks. Specifically, you will be introduced to strategies for handling both negative and positive risk, and how to control these risks. This course will also cover all the necessary project documents and plans that require updates as these processes are performed.
Team Dynamics	2:00	oper_04_a02_bs_enus	Effective development of teams improves the organization's quality and productivity. Team development encompasses team establishment, assignment of roles and responsibilities, and performance evaluation. Dynamic team goals and objectives must align with the organization's vision and mission. This course explores team building and team dynamics.

Training and Development	2:00	oper_04_a11_bs_enus	This course explores the importance of investing in human capital as a means of attaining strategic objectives. It delves into all aspects of corporate training, including the front-end needs analysis, and identifying effective design and development strategies. It also examines various ways to deliver training, and provides insight on how to accurately evaluate the impact training programs have on a company's bottom line.
Working for Your Inner Boss: Personal Accountability	2:00	pd_05_a01_bs_enus	In this course, you'll learn how to listen to your own inner boss, how to identify your internal standards, how to create a plan to meet those standards, and how to apply your inner boss's guidance to gain more control over your work, your goals, and your future.
Workplace Management: Employment Laws and Regulations	1:49	hr_20_a04_bs_enus	In this course, you'll learn about a number of federal laws and standards and their amendments, covering areas of compensation, employment, health and safety, employee relations, and employee protection.
Workplace Management: Global HR, Diversity, and Inclusion	1:54	hr_20_a01_bs_enus	The course provides an overview of global HR trends and strategies, as well as legal systems and practices. HR's role in globalization is explored, along with approaches for enhancing diversity and inclusion.
Writing for Technical Professionals: Effective Writing Techniques	2:00	ib_wstp_a02_it_enus	This course explores basic writing techniques, page layout and design, and common writing mistakes to avoid. It also teaches fundamental underlying concepts of instructional, persuasive, and reference writing.