



	# Curso	Duración Estimada (en horas)
<b>NOTA: Haga Click en el número de curso para una descripción completa</b>		
<b>BUSINESS STRATEGY and OPERATIONS</b>		
<b>Business Law</b>		
<b>Fundamentals of Business Law</b>		
A Manager's Introduction to Business Law	<a href="#">LAW0101</a>	3
Contracts in Commercial Transactions	<a href="#">LAW0102</a>	4
Employment and Labor Law	<a href="#">LAW0103</a>	3,5
American Business Formations in the 21st Century	<a href="#">LAW0104</a>	3,5
Intellectual Property and Proprietary Rights	<a href="#">LAW0105</a>	4
Lawsuits and Negotiations	<a href="#">LAW0106</a>	2,5
<b>BUSINESS STRATEGY and OPERATIONS</b>		
<b>Operations Curriculum</b>		
<b>Managing Customer-Driven Process Improvement</b>		
Why Customer Driven?	<a href="#">OPER0121</a>	2,5
Identifying What the Customer Wants	<a href="#">OPER0122</a>	3
Translating Requirements into Process Goals	<a href="#">OPER0123</a>	3,5
Understanding Processes	<a href="#">OPER0124</a>	2,5
Implementing Improvements	<a href="#">OPER0125</a>	2,5
Managing Process Improvements	<a href="#">OPER0126</a>	3
Managing Customer-Driven Process Improvement Simulation	<a href="#">OPER0120</a>	0,5
<b>Six Sigma Foundations</b>		
Six Sigma Introduction	<a href="#">OPER0131</a>	3,5
Final Exam: Six Sigma Foundations	<a href="#">FE0001_eng</a>	3,5
<b>Six Sigma Team Implementation</b>		
Six Sigma: Reducing Variation to Improve Quality	<a href="#">OPER0141</a>	4
Six Sigma: Listening to the Voice of the Customer	<a href="#">OPER0142</a>	5,5
Six Sigma DMAIC: Defining the Problem	<a href="#">OPER0143</a>	4
Six Sigma DMAIC: Measuring the Process	<a href="#">OPER0144</a>	5
Six Sigma DMAIC: Analyzing the Data	<a href="#">OPER0145</a>	5,5
Six Sigma DMAIC: Analyzing the Process	<a href="#">OPER0146</a>	3
Six Sigma DMAIC: Improving the Process	<a href="#">OPER0147</a>	4,5
Six Sigma DMAIC: Controlling the Improved Process	<a href="#">OPER0148</a>	4
Six Sigma Team Implementation	<a href="#">BLTOP014</a>	4
Final Exam: Six Sigma Team Implementation	<a href="#">FE0002_eng</a>	4
<b>Lean Manufacturing</b>		
Lean Logic	<a href="#">OPER0151</a>	4
Lean Value	<a href="#">OPER0152</a>	4
Lean Techniques	<a href="#">OPER0153</a>	6
Lean Strategies	<a href="#">OPER0154</a>	4,5
Final Exam: Lean Manufacturing	<a href="#">FE0003_eng</a>	4,5
<b>Six Sigma Black Belt: Deployment</b>		
Six Sigma and the Corporate Enterprise	<a href="#">OPER0161</a>	2,5
Leadership in Six Sigma	<a href="#">OPER0162</a>	3
Organizational Goals and Objectives	<a href="#">OPER0163</a>	2
History of Organizational Improvement and the Foundations of Six Sigma	<a href="#">OPER0164</a>	2
Overview of Business Process Management	<a href="#">OPER0165</a>	2,5
The Importance of Metrics to Six Sigma	<a href="#">OPER0166</a>	1,5
<b>Six Sigma Black Belt: The Define Phase</b>		
Define the Six Sigma Opportunity	<a href="#">OPER0171</a>	3
The Six Sigma Project Charter and Plan	<a href="#">OPER0172</a>	2
Six Sigma Team Leadership	<a href="#">OPER0173</a>	3
Six Sigma Team Dynamics and Performance	<a href="#">OPER0174</a>	3



The Six Sigma Change Agent	<a href="#">OPER0175</a>	2,5
Six Sigma Management and Planning Tools	<a href="#">OPER0176</a>	1,5
Six Sigma and the Voice of the Customer	<a href="#">OPER0177</a>	2
Six Sigma and Critical Customer Requirements	<a href="#">OPER0178</a>	2
Defining and Mapping the Six Sigma Process	<a href="#">OPER0179</a>	2,5
Scoping the Six Sigma Project	<a href="#">OPER0181</a>	3
<b>Six Sigma Black Belt: The Measurement Phase</b>		
Process Analysis and Documentation	<a href="#">OPER0191</a>	2,5
Probability and Statistics	<a href="#">OPER0192</a>	2
Collecting and Summarizing Data	<a href="#">OPER0193</a>	2,5
Properties and Applications of Probability Distributions	<a href="#">OPER0194</a>	1,5
Measurement Systems	<a href="#">OPER0195</a>	2
Analyzing Process Capability	<a href="#">OPER0196</a>	2
Calculating Process Capability	<a href="#">OPER0197</a>	1,5
<b>Six Sigma Black Belt: The Improve Phase</b>		
Design of Experiments (DOE)	<a href="#">OPER0211</a>	2
Design and Analysis	<a href="#">OPER0212</a>	2
Taguchi and Quality Improvement	<a href="#">OPER0213</a>	2
Experimenting for Process Improvement	<a href="#">OPER0214</a>	2
<b>Six Sigma Black Belt: The Control Phase</b>		
Six Sigma--Statistical Process Control	<a href="#">OPER0221</a>	1,5
Control Charts and the Pre-control Process	<a href="#">OPER0222</a>	2
Six Sigma--Lean Tools for Control	<a href="#">OPER0223</a>	2
Six Sigma--Measurement System Re-analysis	<a href="#">OPER0224</a>	2,5
<b>Six Sigma Black Belt: The Analyze Phase</b>		
Exploratory Data Analysis	<a href="#">OPER0251</a>	2,5
Hypothesis Testing	<a href="#">OPER0252</a>	2,5
Common Tests	<a href="#">OPER0253</a>	3
Variance, Contingency Tables, and Nonparametric Tests	<a href="#">OPER0254</a>	2,5
<b>Six Sigma Black Belt: The Lean Enterprise</b>		
Lean Concepts	<a href="#">oper 01 a01 bs enus</a>	3,5
Non-value added Steps and Tasks	<a href="#">oper 01 a02 bs enus</a>	3
Lean Tools	<a href="#">oper 01 a03 bs enus</a>	3
Total Productive Maintenance	<a href="#">oper 01 a04 bs enus</a>	2,5
<b>Six Sigma Black Belt: Design for Six Sigma Black Belt</b>		
Quality Function Deployment (QFD)	<a href="#">oper 02 a01 bs enus</a>	2
Robust Design and Process	<a href="#">oper 02 a02 bs enus</a>	3
Failure Mode and Effect Analysis	<a href="#">oper 02 a03 bs enus</a>	2
Design for X (DFX)	<a href="#">oper 02 a04 bs enus</a>	2
Special Design Tools	<a href="#">oper 02 a05 bs enus</a>	2
<b>Six Sigma: Champion Training</b>		
Introduction to Six Sigma	<a href="#">oper 03 a01 bs enus</a>	3
Six Sigma Process Improvement	<a href="#">oper 03 a02 bs enus</a>	3
Six Sigma Projects and Project Teams	<a href="#">oper 03 a03 bs enus</a>	2,5
Managing and Deploying Six Sigma	<a href="#">oper 03 a04 bs enus</a>	3,5
<b>Certified Manager of Quality/Organizational Excellence</b>		
Leadership	<a href="#">oper 04 a01 bs enus</a>	2,5
Team Dynamics	<a href="#">oper 04 a02 bs enus</a>	2
Developing and Deploying Strategic Plans	<a href="#">oper 04 a03 bs enus</a>	2,5
Managerial Skills and Abilities	<a href="#">oper 04 a04 bs enus</a>	2,5
Communication Skills and Project Management	<a href="#">oper 04 a05 bs enus</a>	2
Quality Systems, Models, and Theories	<a href="#">oper 04 a06 bs enus</a>	2
Problem Solving and Process Management Tools	<a href="#">oper 04 a07 bs enus</a>	2,5
Measurement: Assessment and Metrics	<a href="#">oper 04 a08 bs enus</a>	1,5
Customer Focused Management	<a href="#">oper 04 a09 bs enus</a>	2
Supply Chain Management	<a href="#">oper 04 a10 bs enus</a>	1,5



Training and Development	<a href="#">oper 04 a11 bs enus</a>	2
<b>Six Sigma Green Belt: Six Sigma and the Organization</b>		
Six Sigma and Lean in the Organization	<a href="#">oper 05 a01 bs enus</a>	2,5
Design for Six Sigma in the Organization	<a href="#">oper 05 a02 bs enus</a>	2
<b>Six Sigma Green Belt: Define</b>		
Processes and Customer Analysis in Six Sigma Projects	<a href="#">oper 06 a01 bs enus</a>	2,5
Basics of Six Sigma Projects and Teams	<a href="#">oper 06 a02 bs enus</a>	2,5
Tools for Planning and Managing Six Sigma Project Opportunities	<a href="#">oper 06 a03 bs enus</a>	2,5
Using Six Sigma Analysis Tools and Metrics for Project Decisions	<a href="#">oper 06 a04 bs enus</a>	1,5
<b>Six Sigma Green Belt: Measure</b>		
Modeling and Analyzing Processes in Six Sigma	<a href="#">oper 07 a01 bs enus</a>	2
Statistics and Probability in Six Sigma	<a href="#">oper 07 a02 bs enus</a>	2
Data Classification and Collection in Six Sigma	<a href="#">oper 07 a03 bs enus</a>	1,5
Summarizing and Presenting Data in Six Sigma	<a href="#">oper 07 a04 bs enus</a>	1,5
Probability Distributions and Measurement Systems Analysis in Six Sigma	<a href="#">oper 07 a05 bs enus</a>	2
Measuring Process Capability and Performance in Six Sigma	<a href="#">oper 07 a06 bs enus</a>	2
<b>Six Sigma Green Belt: Analyze</b>		
Exploratory Data Analysis in Six Sigma	<a href="#">oper 08 a01 bs enus</a>	1,5
Introduction to Hypothesis Testing and Testing for Means in Six Sigma	<a href="#">oper 08 a02 bs enus</a>	2
Hypothesis Tests for Variances, Proportions, ANOVA, and Chi-Square in Six Sigma	<a href="#">oper 08 a03 bs enus</a>	1,5
<b>Six Sigma Green Belt: Improve and Control</b>		
Design of Experiments and Validation of Solutions in Six Sigma	<a href="#">oper 09 a01 bs enus</a>	1,5
Statistical Process Control and Control Plans in Six Sigma	<a href="#">oper 09 a02 bs enus</a>	1,5
Using Basic Control Charts in Six Sigma	<a href="#">oper 09 a03 bs enus</a>	2
<b>Six Sigma Foundations</b>		
Introduction to Six Sigma	<a href="#">oper 10 a01 bs enus</a>	2
<b>Logistics Management</b>		
Overview of Logistics Management	<a href="#">OPER0321</a>	3,5
Inventory Management	<a href="#">OPER0322</a>	3
Supply Chain Logistics Management	<a href="#">OPER0323</a>	3
<b>ISO 9000:2000 Overview</b>		
The Who, What & Why of ISO 9000:2000	<a href="#">OPER0401</a>	3
Building a Quality Management System	<a href="#">OPER0402</a>	2
Quality-minded Management	<a href="#">OPER0403</a>	2,5
Customer Satisfaction Through Resource Management	<a href="#">OPER0404</a>	2,5
Processes for Quality Products and Services	<a href="#">OPER0405</a>	4
Continual Quality Improvement	<a href="#">OPER0406</a>	4
Steps for Successful ISO Registration	<a href="#">OPER0407</a>	3
Transitioning from ISO 9000:1994 to ISO 9001:2000	<a href="#">OPER0408</a>	2,5
<b>Supply Chain Management</b>		
The Fundamentals of Supply Chain Management	<a href="#">OPER0501</a>	2
Supply Chain Management Strategies	<a href="#">OPER0502</a>	5,5
Supply Chain Planning and Inventory Management	<a href="#">OPER0503</a>	5
Supply Chain Management and e-Business	<a href="#">OPER0504</a>	4
Supply Chain Transportation and Facility Design	<a href="#">OPER0505</a>	4,5

## BUSINESS STRATEGY and OPERATIONS

### Strategic Planning Curriculum

#### Moving From an Operational Manager to a Strategic Thinker

Thinking Strategically	<a href="#">stgy 01 a01 bs enus</a>	2
Sustaining Competitive Advantage	<a href="#">stgy 01 a02 bs enus</a>	3
The Imperatives of Innovation and Leadership in Strategy	<a href="#">stgy 01 a03 bs enus</a>	2,5
Planning and Implementing a Business Strategy	<a href="#">stgy 01 a04 bs enus</a>	2,5

#### Strategic IT Planning

Setting the Stage for IT Success	<a href="#">STGY0221</a>	2,5
Strategic Decision Making	<a href="#">STGY0222</a>	1,5
IT Challenges: Present and Future	<a href="#">STGY0223</a>	2,5

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[tarsusuniversity@tarsus.com.ve](mailto:tarsusuniversity@tarsus.com.ve)



Strategic IT Planning Simulation	<a href="#">STGY0220</a>	0,5
<b>Strategic Management</b>		
Strategic Management - Planning	<a href="#">STGY0301</a>	2,5
Strategic Management - Analysis and Choice	<a href="#">STGY0302</a>	2
Strategic Management - Corporate Implementation	<a href="#">STGY0303</a>	2,5
<b>The Fundamentals of Globalization</b>		
Globalization and Our Changing World	<a href="#">STGY0351</a>	1,5
Globalization and Your Company	<a href="#">STGY0352</a>	4
The Process of Globalizing a Product or Service	<a href="#">STGY0353</a>	3,5
Managing from a Global Viewpoint	<a href="#">STGY0354</a>	4,5
<b>Systems Thinking in the 21st Century</b>		
What is Systems Thinking?	<a href="#">STGY0401</a>	2,5
Building a Healthy System	<a href="#">STGY0402</a>	2,5
Systems-thinking Models and Thinking Skills	<a href="#">STGY0403</a>	2,5
System Archetypes	<a href="#">STGY0404</a>	3
Redesigning Your Organization: Part 1	<a href="#">STGY0405</a>	3
Redesigning Your Organization: Part II	<a href="#">STGY0406</a>	3
Taking Systems Thinking into Your Personal Life	<a href="#">STGY0407</a>	3

## **BUSINESS STRATEGY and OPERATIONS**

### **Marketing Curriculum**

#### **Strategic Marketing in Action**

Elements of Marketing Strategy	<a href="#">MKT0201</a>	3
Analyzing the Market	<a href="#">MKT0202</a>	2,5
Competitive Factors in Strategic Marketing	<a href="#">MKT0203</a>	2,5
Writing a Marketing Plan: Phase 1	<a href="#">MKT0204</a>	3
Writing the Marketing Plan: Creative Strategy	<a href="#">MKT0205</a>	2,5
Creating a Marketing Campaign	<a href="#">MKT0206</a>	4
Marketing Management	<a href="#">MKT0207</a>	4
Financial Analysis for Successful Marketing	<a href="#">MKT0208</a>	4,5

#### **Strategic Brand Management**

Introduction to Brand Management	<a href="#">MKT0211</a>	3,5
Building Brand Equity	<a href="#">MKT0212</a>	3,5
Managing the Creative Elements of Brand	<a href="#">MKT0213</a>	3,5
Promoting Your Brand to Consumers	<a href="#">MKT0214</a>	3
Evaluating Brand Effectiveness	<a href="#">MKT0215</a>	6
Managing and Maintaining Brand Equity	<a href="#">MKT0216</a>	4,5

#### **Online Branding Strategy**

Introduction to Online Branding	<a href="#">MKT0221</a>	3,5
The Online Branding Environment	<a href="#">MKT0222</a>	3
Strategies for Building an Online Brand	<a href="#">MKT0223</a>	7

#### **Competitive Marketing Strategies**

Competitive Strategies for a New Marketplace	<a href="#">MKT0231</a>	2,5
Surpassing the Competition	<a href="#">MKT0232</a>	3

#### **Product Management Essentials**

Introduction to Product Management	<a href="#">MKT0241</a>	2
Developing a New-product Strategy	<a href="#">MKT0242</a>	2
Pricing and Profitability for Product Managers	<a href="#">MKT0243</a>	3

## **FINANCE, HUMAN RESOURCES and ADMINISTRATION**

### **Finance & Accounting Curriculum**

#### **Fundamental Finance for non-Finance Professionals**

The Principles of Financial Management	<a href="#">fin_01_a01_bs_enus</a>	2,5
The Basics of Budgeting	<a href="#">fin_01_a02_bs_enus</a>	2
Management of Cash Flows	<a href="#">fin_01_a03_bs_enus</a>	2
Financial Statements	<a href="#">fin_01_a04_bs_enus</a>	2

#### **Accounting 101**

Accounting Fundamentals	<a href="#">FIN0121</a>	3,5
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Accrual Accounting Procedures	<a href="#">FIN0122</a>	2
Accounting Systems and Closing Activities	<a href="#">FIN0123</a>	2,5
Accounting for Cash Control	<a href="#">FIN0124</a>	3
Accounting for Merchandising Businesses	<a href="#">FIN0125</a>	2,5
Final Exam: Accounting 101	<a href="#">FE0004 eng</a>	2,5
<b>Finance Fundamentals for non-Finance Professionals</b>		
Principles of Financial Management	<a href="#">FIN0151</a>	4
Basics of Budgeting	<a href="#">FIN0152</a>	3,5
Managing Cash Flows	<a href="#">FIN0153</a>	2,5
Understanding Financial Statements	<a href="#">FIN0154</a>	3,5
<b>Practical Budgeting Skills for Business</b>		
Creating and Analyzing an Operating Budget	<a href="#">FIN0161</a>	3,5
The Ins and Outs of Capital Budgeting	<a href="#">FIN0162</a>	3,5
Effective Budget Management	<a href="#">FIN0163</a>	3
<b>Advanced Business Finance</b>		
Introduction to Advanced Finance	<a href="#">FIN0211</a>	3
Investment Project Analysis and Selection	<a href="#">FIN0212</a>	2
Raising Capital and Financing Decisions	<a href="#">FIN0213</a>	3
Managing Working Capital	<a href="#">FIN0214</a>	4
Corporate Restructuring	<a href="#">FIN0215</a>	2,5
Financial Risk Management	<a href="#">FIN0216</a>	1,5
International Finance	<a href="#">FIN0217</a>	2
Final Exam: Advanced Business Finance	<a href="#">FE0005 eng</a>	2
<b>Accounting 102</b>		
Accounting for Partnerships	<a href="#">FIN0221</a>	3,5
Accounting for Corporations	<a href="#">FIN0222</a>	2,5
Analyzing Cash Flow Statements	<a href="#">FIN0223</a>	2
Master Budgets	<a href="#">FIN0224</a>	4
Final Exam: Accounting 102	<a href="#">FE0006 eng</a>	4
<b>Auditing: A Practical Approach</b>		
Introduction to Auditing	<a href="#">FIN0231</a>	3
Introduction to Internal Auditing	<a href="#">FIN0232</a>	4,5
Principles of Internal Auditing	<a href="#">FIN0233</a>	3
Introduction to External Auditing	<a href="#">FIN0234</a>	3,5
Principles of External Auditing	<a href="#">FIN0235</a>	4
<b>Managerial Accounting</b>		
Overview of Managerial Accounting	<a href="#">FIN0241</a>	5
Managerial Decisions and Capital Budgeting	<a href="#">FIN0242</a>	5
Managing for Asset Control	<a href="#">FIN0243</a>	5,5
Cost Accounting Decisions	<a href="#">FIN0244</a>	4
<b>Using Financial Statements (co-Developed with Wharton)</b>		
Principles of Financial Statements	<a href="#">FIN0251</a>	3,5
Components of Financial Statements	<a href="#">FIN0252</a>	3
Analyzing the Income Statement and Balance Sheet	<a href="#">FIN0253</a>	2
The Income Statement and Balance Sheet Connection	<a href="#">FIN0254</a>	2
Analyzing Cash Flow	<a href="#">FIN0255</a>	4,5
Ratio Analysis for Financial Statements	<a href="#">FIN0256</a>	3
Credibility and Disclosure in an Annual Report	<a href="#">FIN0257</a>	2,5
Analyzing an Annual Report	<a href="#">FIN0258</a>	4,5

## **FINANCE, HUMAN RESOURCES and ADMINISTRATION**

### **Administrative Support Curriculum**

#### **The Effective Administrative Support Professional**

Getting Started--The Administrative Support Professional	<a href="#">ADM0101</a>	3
Overview to Effective Business Communication	<a href="#">ADM0102</a>	3
Using Effective Business Communication	<a href="#">ADM0103</a>	2
Administrative Functions	<a href="#">ADM0104</a>	3



Advancing Your Administrative Career	<a href="#">ADM0105</a>	3
Effective Administrative Support Professional Simulation	<a href="#">ADM0100</a>	0,5
<b>Advanced Skills for Administrative Support Professionals</b>		
Behavior: Putting Your Best Foot Forward	<a href="#">ADM0111</a>	4
Managing Yourself and Those Around You	<a href="#">ADM0112</a>	4
Partnering with Your Boss	<a href="#">ADM0113</a>	3
Communicating with Power and Confidence	<a href="#">ADM0114</a>	3
Advanced Administrative Support Simulation	<a href="#">ADM0110</a>	0,5

#### FINANCE, HUMAN RESOURCES and ADMINISTRATION

##### Knowledge Management

###### Knowledge Management Fundamentals

The Art of Knowledge Management	<a href="#">KNOW0101</a>	3,5
Knowledge as Capital	<a href="#">KNOW0102</a>	3
Putting Knowledge to Work	<a href="#">KNOW0103</a>	4
Managing Knowledge Workers	<a href="#">KNOW0104</a>	2
Being a Knowledge Activist	<a href="#">KNOW0105</a>	3
Final Exam: Knowledge Management Fundamentals	<a href="#">FE0008_eng</a>	3

###### The 21st Century Learning Curve

Knowledge as Strategy: Performance Improvement	<a href="#">KNOW0111</a>	3
The Power of the Learning Organization	<a href="#">KNOW0112</a>	3
Benchmarking for Best Practices	<a href="#">KNOW0116</a>	3
The Potential of Self-directed Learning	<a href="#">KNOW0113</a>	2,5
Implementing and Evaluating Self-directed Learning	<a href="#">KNOW0114</a>	3
Performance Support	<a href="#">KNOW0115</a>	3

###### Achieving Measurable Performance Impact from Training

Training for Business Results	<a href="#">KNOW0301</a>	2,5
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#### FINANCE, HUMAN RESOURCES and ADMINISTRATION

##### Human Resources Curriculum

###### Managing Diversity in the Workplace

The Reasons Why Diversity Matters	<a href="#">hr 02 a01 bs enus</a>	1,5
Changing Corporate Culture	<a href="#">hr 02 a02 bs enus</a>	1,5
Planning a Diversity Initiative	<a href="#">hr 02 a03 bs enus</a>	2,5
Diversity: the Future	<a href="#">hr 02 a04 bs enus</a>	2
Managing Diversity in the Workplace Simulation	<a href="#">HR002A</a>	0,5

###### Effective Hiring and Interviewing

What to Consider When Hiring	<a href="#">hr 03 a01 bs enus</a>	2
Interviewing Effectively	<a href="#">hr 03 a02 bs enus</a>	2,5
Choosing the Best Applicant	<a href="#">hr 03 a03 bs enus</a>	1,5
Effective Hiring and Interviewing Simulation	<a href="#">HR003A</a>	0,5

###### HRCI Senior Professional in Human Resources (SPHR)

HR's Strategic Role in the Organization (HRCI/SPHR - 2007-aligned)	<a href="#">hr 04 a01 bs enus</a>	1
Management of the HR Process (HRCI/SPHR - 2007-aligned)	<a href="#">hr 04 a02 bs enus</a>	2
Strategic Approaches to Workforce Planning and Employment (HRCI/SPHR - 2007-aligned)	<a href="#">hr 04 a03 bs enus</a>	3
Strategic Approaches to Human Resource Development (HRCI/SPHR - 2007-aligned)	<a href="#">hr 04 a04 bs enus</a>	2,5
Strategic Approaches to Total Rewards (HRCI/SPHR - 2007-aligned)	<a href="#">hr 04 a05 bs enus</a>	3
Strategic Approaches to Labor Relations (HRCI/SPHR - 2007-aligned)	<a href="#">hr 04 a06 bs enus</a>	4,5
Strategic Approaches to Risk Management (HRCI/SPHR - 2007-aligned)	<a href="#">hr 04 a07 bs enus</a>	2

###### HRCI Professional in Human Resources (PHR)

Human Resources Fundamentals (HRCI/PHR - 2007-aligned)	<a href="#">HR0261</a>	2
Strategic Management (HRCI/PHR - 2007-aligned)	<a href="#">HR0262</a>	2,5
Affirmative Action and the EEO (HRCI/PHR - 2007-aligned)	<a href="#">HR0263</a>	2,5
Employment Management (HRCI/PHR - 2007-aligned)	<a href="#">HR0264</a>	2,5
Recruiting and Selecting Candidates (HRCI/PHR - 2007-aligned)	<a href="#">HR0265</a>	2
Offers, Contracts, and Exit from the Organization (HRCI/PHR - 2007-aligned)	<a href="#">HR0266</a>	3
Developing Employees (HRCI/PHR - 2007-aligned)	<a href="#">HR0267</a>	1,5
Developing Human Resources (HRCI/PHR - 2007-aligned)	<a href="#">HR0268</a>	1,5



Compensating Employees (HRCI/PHR - 2007-aligned)	<a href="#">HR0269</a>	3
Programs to Benefit Employees (HRCI/PHR - 2007-aligned)	<a href="#">HR0271</a>	1,5
Employment Relations (HRCI/PHR - 2007-aligned)	<a href="#">HR0272</a>	1,5
Sexual Harassment at Work (HRCI/PHR - 2007-aligned)	<a href="#">HR0273</a>	1,5
Non-Unionized Workplaces (HRCI/PHR - 2007-aligned)	<a href="#">HR0274</a>	1,5
Unionized Workplaces (HRCI/PHR - 2007-aligned)	<a href="#">HR0275</a>	1,5
Health and Safety in the Workplace (HRCI/PHR - 2007-aligned)	<a href="#">HR0276</a>	1,5
Risk Assessment and Prevention (HRCI/PHR - 2007-aligned)	<a href="#">HR0277</a>	2,5
<b>Behavioral Interviewing</b>		
Building a Firm Foundation	<a href="#">HR0211</a>	3
Screening Applicants	<a href="#">HR0212</a>	3
Preparing for the Behavioral Interview	<a href="#">HR0213</a>	3
Conducting the Behavioral-based Interview	<a href="#">HR0214</a>	2,5
Preparing as the Interviewee	<a href="#">HR0215</a>	2,5
Experiencing the Behavioral-based Interview	<a href="#">HR0216</a>	2,5
Behavioral Interviewing Simulation	<a href="#">HR0210</a>	0,5
<b>Recruiting &amp; Retention Strategies for the Tight Labor Market</b>		
Recruiting for the 21st Century: The Market	<a href="#">HR0221</a>	3
Recruiting for the 21st Century: Strategies	<a href="#">HR0222</a>	4
Recruiting Successfully	<a href="#">HR0223</a>	3,5
Online Recruiting	<a href="#">HR0224</a>	2,5
Facilitating Effective Hiring	<a href="#">HR0225</a>	2,5
Retention	<a href="#">HR0226</a>	3
<b>Test Preps</b>		
Professional in Human Resources (PHR) 2007-aligned	<a href="#">TPPHR05ED ENG</a>	3

## MANAGEMENT and LEADERSHIP

### Management Curriculum

#### Effectively Managing Top Performers

Managing and Rewarding Top Performers	<a href="#">mgmt 01 a01 bs enus</a>	2,5
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#### Advanced Management Skills

Managing in a Global Business Environment	<a href="#">mgmt 02 a01 bs enus</a>	3
Managing Cross-Functions	<a href="#">mgmt 02 a02 bs enus</a>	3
Managing For High Performance	<a href="#">mgmt 02 a03 bs enus</a>	4
Managing Managers	<a href="#">mgmt 02 a04 bs enus</a>	3,5
Managing Upward Relationships	<a href="#">mgmt 02 a05 bs enus</a>	3
Advanced Management Skills Simulation	<a href="#">MGMT002A</a>	0,5

#### Moving into Management

Taking on a Management Role	<a href="#">mgmt 03 a01 bs enus</a>	3,5
Becoming a Manager: Responsibilities and Fears	<a href="#">mgmt 03 a02 bs enus</a>	3,5
Becoming a Manager: Leading and Communicating	<a href="#">mgmt 03 a03 bs enus</a>	4
A New Manager and the Company's Future	<a href="#">mgmt 03 a04 bs enus</a>	3,5
Moving into a Management Role Simulation	<a href="#">MGMT003A</a>	0,5
Leadership and Management Simulation	<a href="#">MGMT003B</a>	0,5

#### Crucial Skills for Tomorrow's Managers

Tomorrow's Managers' Competencies	<a href="#">mgmt 04 a01 bs enus</a>	3
Tomorrow's Managers' Development Tools	<a href="#">mgmt 04 a02 bs enus</a>	3,5
Managing as Coach and Counselor	<a href="#">mgmt 04 a03 bs enus</a>	3,5
Managing as Project Champion	<a href="#">mgmt 04 a04 bs enus</a>	3,5
A Primer for Ensuring Accountability	<a href="#">mgmt 04 a05 bs enus</a>	4,5
Crucial Skills for Tomorrow's Managers Simulation	<a href="#">MGMT004A</a>	0,5

#### Problem Performance Management

Problem Performance Prevention	<a href="#">mgmt 05 a01 bs enus</a>	2,5
Problem Performance Identification	<a href="#">mgmt 05 a02 bs enus</a>	2,5
Problem Performance Improvement	<a href="#">mgmt 05 a03 bs enus</a>	3
Addressing Problem Performance	<a href="#">mgmt 05 a04 bs enus</a>	2,5
Avoiding Problem Performance Simulation	<a href="#">MGMT005A</a>	0,5

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Dealing with Problem Performance Simulation	<a href="#">MGMT005B</a>	0,5
<b>Using Change Process to Support Employees</b>		
Starting the Change Process	<a href="#">mgmt 06 a01 bs enus</a>	3
Managing the Change Process	<a href="#">mgmt 06 a02 bs enus</a>	3
Integrating Change in Your Organization	<a href="#">mgmt 06 a03 bs enus</a>	3
Using Change Process to Support Employees Simulation	<a href="#">MGMT006A</a>	0,5
Using Change Process to Support Teams Simulation	<a href="#">MGMT006B</a>	0,5
<b>Effective Delegation</b>		
The Basics of Delegation	<a href="#">mgmt 07 a01 bs enus</a>	1,5
Delegation: the Personal Approach	<a href="#">mgmt 07 a02 bs enus</a>	2
Managing Delegation	<a href="#">mgmt 07 a03 bs enus</a>	3
Delegating Effectively Simulation	<a href="#">MGMT007A</a>	0,5
<b>Facilitating Successfully</b>		
The Facilitator Role	<a href="#">mgmt 08 a01 bs enus</a>	4
Facilitative Fundamentals: Tools and Techniques	<a href="#">mgmt 08 a02 bs enus</a>	4,5
Facilitating Meetings and Work Groups	<a href="#">mgmt 08 a03 bs enus</a>	4,5
Facilitating Difficult Situations	<a href="#">mgmt 08 a04 bs enus</a>	5
Facilitative Tools and Formats: Offering Options	<a href="#">mgmt 08 a05 bs enus</a>	4,5
Facilitative Leadership	<a href="#">mgmt 08 a06 bs enus</a>	4,5
Facilitating Successfully Simulation	<a href="#">MGMT008A</a>	0,5
<b>Coaching with Confidence</b>		
Business Coaching	<a href="#">mgmt 09 a01 bs enus</a>	2,5
Successfully Coaching Relationships	<a href="#">mgmt 09 a02 bs enus</a>	5
The Key Stages of Coaching	<a href="#">mgmt 09 a03 bs enus</a>	4
The Coaching Skillset	<a href="#">mgmt 09 a04 bs enus</a>	3
Emotions, Mindsets and Coaching	<a href="#">mgmt 09 a05 bs enus</a>	2,5
Trends in Coaching	<a href="#">mgmt 09 a06 bs enus</a>	2,5
Coaching with Confidence Simulation	<a href="#">MGMT009A</a>	0,5
Coaching Teams and Personalities Simulation	<a href="#">MGMT009B</a>	0,5
<b>The Essentials of Mentoring</b>		
Mentoring Effectively	<a href="#">mgmt 10 a01 bs enus</a>	2
Mentoring as a Manager	<a href="#">mgmt 10 a02 bs enus</a>	2
Implementing a Mentoring Program for the Organization	<a href="#">mgmt 10 a03 bs enus</a>	2,5
Mentoring Strategies for the 21st Century	<a href="#">mgmt 10 a04 bs enus</a>	2,5
Achieving Success: the Help of a Mentor	<a href="#">mgmt 10 a05 bs enus</a>	3
Mentoring On-line	<a href="#">mgmt 10 a06 bs enus</a>	2,5
The Essentials of Mentoring Simulation	<a href="#">MGMT010A</a>	0,5
<b>Appraising Performance</b>		
Assessing Performance Continuously	<a href="#">mgmt 11 a01 bs enus</a>	3
Performance Reviews	<a href="#">mgmt 11 a02 bs enus</a>	3,5
Appraising Performance Simulation	<a href="#">MGMT011A</a>	0,5
<b>Moving from Technical Professional to Management</b>		
Management Development for Technical Professionals	<a href="#">MGMT0121</a>	3,5
Communication Skills for Successful Management	<a href="#">MGMT0122</a>	3
Process Management Skills	<a href="#">MGMT0123</a>	4,5
Leadership Development for Technical Professionals	<a href="#">MGMT0124</a>	3
Strategies for Transitioning into Management	<a href="#">MGMT0125</a>	6,5
Transitioning From Technical Professional to Management	<a href="#">MGMT0120</a>	0,5
From Technical Professional to Leadership Simulation	<a href="#">MGMT012S</a>	0,5
<b>360-Degree Performance Appraisal</b>		
About 360-Degree Performance Feedback	<a href="#">MGMT0151</a>	2,5
Elements of a 360-degree Performance Review	<a href="#">MGMT0152</a>	2
Delivering 360-Degree Performance Feedback	<a href="#">MGMT0153</a>	5
360-Degree Performance Appraisal Simulation	<a href="#">MGMT0150</a>	0,5
<b>The Fundamentals of Business Crises Management</b>		
Preparing for Business Crises	<a href="#">MGMT0171</a>	2



Responding to Business Crises	<a href="#">MGMT0172</a>	3
Recovering from Business Crises	<a href="#">MGMT0173</a>	2
The Fundamentals of Business Crises Management Simulation	<a href="#">MGMT0170</a>	0,5
<b>Mentoring Essentials</b>		
Effective Mentoring	<a href="#">MGMT0251</a>	3
The Mentoring Manager	<a href="#">MGMT0252</a>	2,5
Implementing an Organization-wide Mentoring Program	<a href="#">MGMT0253</a>	2,5
Mentoring Strategies in the 21st Century	<a href="#">MGMT0254</a>	3
Achieving Success with the help of a Mentor	<a href="#">MGMT0255</a>	3,5
e-Mentoring	<a href="#">MGMT0256</a>	3,5
Mentoring Essentials Simulation	<a href="#">MGMT0250</a>	0,5
<b>Managing Technical Professionals</b>		
Understanding Technical Professionals	<a href="#">MGMT0291</a>	2,5
Attracting, Motivating, and Retaining Technical Professionals	<a href="#">MGMT0292</a>	3,5
Models for Managing Technical Professionals	<a href="#">MGMT0293</a>	4,5
Developing Career Plans for Your Technical Professionals	<a href="#">MGMT0294</a>	3,5
<b>How to Overcome Negativity in the Workplace</b>		
The Path from Pessimism to Optimism	<a href="#">MGMT0311</a>	4
Proactive Approaches to Stop Negativity	<a href="#">MGMT0312</a>	2
Overcoming Organizational Negativity	<a href="#">MGMT0313</a>	2
<b>Performance Appraisal</b>		
Continuous Performance Assessment	<a href="#">MGMT0341</a>	3,5
Reviewing Performance	<a href="#">MGMT0342</a>	4
Performance Appraisals Simulation	<a href="#">MGMT0340</a>	0,5
Performance Appraisals Blended Learning Toolkit	<a href="#">BLTMG034</a>	0,5
<b>Managing Contractors and Temporary Employees</b>		
Doing Business with Independent Contractors	<a href="#">MGMT0701</a>	4,5
Hiring Temporary (Contingent) Employees	<a href="#">MGMT0702</a>	5
Managing Contingent Employees	<a href="#">MGMT0703</a>	4,5
Legal Pitfalls Regarding Independent Contractors	<a href="#">MGMT0704</a>	3
Working with Temporary Agencies	<a href="#">MGMT0705</a>	5,5
Hiring and Managing Contractors Simulation	<a href="#">MGMT0700</a>	0,5
Final Exam: Managing Contractors and Temporary Employees	<a href="#">FE0009_eng</a>	0,5

## MANAGEMENT and LEADERSHIP

### Leadership Curriculum

#### Moving from Management to Leadership

Recognizing a Leader	<a href="#">lead 01 a01 bs enus</a>	5
The Communication of a Shared Vision	<a href="#">lead 01 a02 bs enus</a>	5
Leading by Enabling	<a href="#">lead 01 a03 bs enus</a>	4
Communication and Leadership	<a href="#">lead 01 a05 bs enus</a>	4
Coaching Performance	<a href="#">lead 01 a06 bs enus</a>	2
Leadership and Change	<a href="#">lead 01 a07 bs enus</a>	1,5
The Model Leader	<a href="#">lead 01 a08 bs enus</a>	2
Moving from Management to Leadership Simulation	<a href="#">LEAD001A</a>	0,5
Growing from Management into Leadership Simulation	<a href="#">LEAD001B</a>	0,5

#### Leading from the Front Line

Challenges of the 21st Century	<a href="#">LEAD0121</a>	2
Organizational Culture and Leadership	<a href="#">LEAD0122</a>	2,5
Energizing and Empowering Employees	<a href="#">LEAD0123</a>	2,5
Leadership and the Knowledge Worker	<a href="#">LEAD0124</a>	2,5
Leading Change from the Front Line	<a href="#">LEAD0125</a>	2,5
Dynamics of Leadership	<a href="#">LEAD0126</a>	3
Leading from the Front Line Simulation	<a href="#">LEAD0120</a>	0,5

#### Going from Management to Leadership

The Mark of a Leader	<a href="#">LEAD0141</a>	4,5
Communicating a Shared Vision	<a href="#">LEAD0142</a>	4,5

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The Enabling Leader	<a href="#">LEAD0143</a>	5
Communicating as a Leader	<a href="#">LEAD0145</a>	4,5
Coaching for Performance	<a href="#">LEAD0146</a>	2,5
Leading through Change	<a href="#">LEAD0147</a>	3
The Leader as a Model	<a href="#">LEAD0148</a>	3
Going from Management to Leadership Simulation	<a href="#">LEAD0140</a>	0,5
Growing from a Manager to a Leader Simulation	<a href="#">LEAD014S</a>	0,5
Going from Management to Leadership	<a href="#">BLTLE014</a>	0,5
<b>Business Execution</b>		
Foundations for Business Execution	<a href="#">LEAD0151</a>	7
Creating a Business Execution Culture	<a href="#">LEAD0152</a>	8
Business Execution in Action	<a href="#">LEAD0153</a>	5
Business Execution Simulation	<a href="#">LEAD0150</a>	0,5
Business Execution Blended Learning Toolkit	<a href="#">BLTLE015</a>	0,5
<b>Leading the Workforce Generations</b>		
Introduction to Work Force Generations	<a href="#">LEAD0231</a>	2,5
Attracting, Developing, and Retaining Generations	<a href="#">LEAD0232</a>	3
Leading Silent Generation and Baby Boom Workers	<a href="#">LEAD0233</a>	3
Leading Generations X and Next	<a href="#">LEAD0234</a>	3,5
Making Cross-generational Teams Work	<a href="#">LEAD0235</a>	3
Cross-generational Workers in the 21st Century	<a href="#">LEAD0236</a>	3
Leading the Workforce Generations Simulation	<a href="#">LEAD0230</a>	0,5
<b>Succession Planning for Business Environment</b>		
Succession Planning Overview	<a href="#">LEAD0301</a>	2
Succession Planning Strategies	<a href="#">LEAD0302</a>	4,5
Succession Planning and Human Resources	<a href="#">LEAD0303</a>	5
Succession Planning Management	<a href="#">LEAD0304</a>	2,5
Initiating a Succession Plan Simulation	<a href="#">LEAD0300</a>	0,5
Implementing a Succession Plan Simulation	<a href="#">LEAD030S</a>	0,5

## PROFESSIONAL EFFECTIVENESS

### Communication Curriculum

#### How to Write an Effective Internal Business Case

Preparing a Business Case	<a href="#">comm 01 a01 bs enus</a>	2,5
Writing a Business Case	<a href="#">comm 01 a02 bs enus</a>	2,5
Presenting Your Case	<a href="#">comm 01 a03 bs enus</a>	2,5
Preparing an Effective Internal Business Case Simulation	<a href="#">COMM001A</a>	0,5

#### Business Interpersonal Communication Skills

Interpersonal Communications: The Process	<a href="#">comm 02 a01 bs enus</a>	3
The Mechanics of Communicating Effectively	<a href="#">comm 02 a02 bs enus</a>	3
Workplace Communication Skills	<a href="#">comm 02 a03 bs enus</a>	3
Communicating for Results	<a href="#">comm 02 a04 bs enus</a>	3,5
Leadership Communication Skills	<a href="#">comm 02 a05 bs enus</a>	3,5
Resolving Conflict with Communication Skills	<a href="#">comm 02 a06 bs enus</a>	3
Communicating for Contacts	<a href="#">comm 02 a07 bs enus</a>	3
Business Interpersonal Communication Skills Simulation	<a href="#">COMM002A</a>	0,5
Team Interpersonal Communication Skills Simulation	<a href="#">COMM002B</a>	0,5

#### Effective Listening

Listening Basics	<a href="#">comm 03 a01 bs enus</a>	1
Listening to Comprehend	<a href="#">comm 03 a02 bs enus</a>	4
Higher Purpose Listening	<a href="#">comm 03 a03 bs enus</a>	1,5
Enhancing Listening Skills	<a href="#">comm 03 a04 bs enus</a>	2
Effective Listening Simulation	<a href="#">COMM003A</a>	0,5

#### Working with and Managing Difficult People

Difficult People in the Workplace Environment	<a href="#">comm 04 a01 bs enus</a>	3
How to Work with Aggressive People	<a href="#">comm 04 a02 bs enus</a>	3
How to Work with Negative People and Procrastinators	<a href="#">comm 04 a03 bs enus</a>	3

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How to Work with Arrogant and Duplicitous People	<a href="#">comm_04_a04_bs_enus</a>	2
Working with and Managing Difficult People Simulation	<a href="#">COMM004A</a>	0,5
Effective Communication with Difficult Coworkers Simulation	<a href="#">COMM004B</a>	0,5
<b>Giving Successful Presentations</b>		
Presenting Successfully	<a href="#">comm_05_a01_bs_enus</a>	3
Delivering the Message	<a href="#">comm_05_a02_bs_enus</a>	3
Available Presentation Resources	<a href="#">comm_05_a03_bs_enus</a>	3,5
Giving Successful Presentations Simulation	<a href="#">COMM005A</a>	3,5
<b>The Effective Business Meeting</b>		
The Effective Business Meeting	<a href="#">comm_06_a01_bs_enus</a>	2,5
Leading an Effective Business Meeting	<a href="#">comm_06_a02_bs_enus</a>	2,5
Participating Effectively in a Business Meeting	<a href="#">comm_06_a03_bs_enus</a>	2,5
The Effective Business Meeting Simulation	<a href="#">COMM006A</a>	0,5
<b>Conflict in the Workplace</b>		
Perspectives on Conflict in the Workplace	<a href="#">comm_07_a01_bs_enus</a>	3,5
Handling Conflict	<a href="#">comm_07_a02_bs_enus</a>	3,5
Managing Organization Conflict	<a href="#">comm_07_a03_bs_enus</a>	3,5
Conflict in the Workplace Simulation	<a href="#">COMM007A</a>	0,5
Managing Workplace Conflict Simulation	<a href="#">COMM007B</a>	0,5
<b>Getting the Results You Want: Negotiating to Win</b>		
Crafting Deals	<a href="#">comm_08_a01_bs_enus</a>	2,5
Connecting and Communicating	<a href="#">comm_08_a02_bs_enus</a>	2
The Process of Negotiation	<a href="#">comm_08_a03_bs_enus</a>	3
The Dynamics of Interacting	<a href="#">comm_08_a04_bs_enus</a>	2
Negotiating Inclusively	<a href="#">comm_08_a05_bs_enus</a>	2
What to Do When the Going Gets Tough	<a href="#">comm_08_a06_bs_enus</a>	2
Mastering Negotiation	<a href="#">comm_08_a07_bs_enus</a>	1,5
Winning Negotiation Simulation	<a href="#">COMM008A</a>	0,5
<b>Emotional Intelligence at Work</b>		
Defining Emotional Intelligence	<a href="#">comm_09_a01_bs_enus</a>	2
Emotional Intelligence in the Workplace	<a href="#">comm_09_a02_bs_enus</a>	1,5
Emotional Intelligence and Teamwork	<a href="#">comm_09_a03_bs_enus</a>	2
Increasing Emotional Intelligence	<a href="#">comm_09_a04_bs_enus</a>	2
Emotionally Intelligent Leadership	<a href="#">comm_09_a05_bs_enus</a>	2
Emotional Intelligence at Work Simulation	<a href="#">COMM009A</a>	0,5
<b>Communicating Assertively</b>		
Asserting Yourself Professionally	<a href="#">comm_10_a01_bs_enus</a>	2,5
Assertiveness from Inside to Outside	<a href="#">comm_10_a02_bs_enus</a>	2,5
Communicating Assertively Simulation	<a href="#">COMM010A</a>	0,5
<b>Professionalism and Business Etiquette</b>		
Standard Business Etiquette	<a href="#">comm_11_a01_bs_enus</a>	2,5
Communication Business Etiquette	<a href="#">comm_11_a02_bs_enus</a>	2,5
Etiquette at the Business Meeting	<a href="#">comm_11_a03_bs_enus</a>	3
Business Etiquette for Supervisors	<a href="#">comm_11_a04_bs_enus</a>	2,5
Professionalism and Business Etiquette Simulation	<a href="#">COMM011A</a>	0,5
<b>Building Improved Work Relationships</b>		
Effective Interfunctional Relationships	<a href="#">comm_12_a01_bs_enus</a>	2,5
Effective Intercultural Relationships	<a href="#">comm_12_a02_bs_enus</a>	2
Effective Intergender Relationships	<a href="#">comm_12_a03_bs_enus</a>	2
Effective Relationships with Customers	<a href="#">comm_12_a04_bs_enus</a>	2
Effective Relationships with Business Partners	<a href="#">comm_12_a05_bs_enus</a>	3
Building Improved Work Relationships Simulation	<a href="#">COMM012A</a>	0,5
<b>Obtaining Results without Authority</b>		
Getting Results by Building Relationships	<a href="#">comm_13_a01_bs_enus</a>	2
Results and Teamwork without Authority	<a href="#">comm_13_a02_bs_enus</a>	2,5
Leading without Authority	<a href="#">comm_13_a03_bs_enus</a>	3



Creating Change, Gaining Allies	<a href="#">comm_13_a04_bs_enus</a>	2,5
Communicating to Get Results	<a href="#">comm_13_a05_bs_enus</a>	2,5
Obtaining Results from the Boss	<a href="#">comm_13_a06_bs_enus</a>	3
Getting Results with No Authority Simulation	<a href="#">COMM013A</a>	0,5
<b>Business Writing Essentials</b>		
Writing with Intention	<a href="#">COMM0011</a>	4
Avoiding Errors in Usage and Punctuation	<a href="#">COMM0012</a>	4,5
Avoiding Grammatical Errors in Business Writing	<a href="#">COMM0013</a>	4,5
Crisp Composition	<a href="#">COMM0014</a>	4,5
Writing to Reach the Audience	<a href="#">COMM0015</a>	3
Getting the Most from Business Documents	<a href="#">COMM0016</a>	4
The Writing Process	<a href="#">COMM0017</a>	5
Business Writing Essentials	BLTCO001	5
Business Writing Essentials Using Microsoft Word	BLTCO001A	5
Final Exam: Business Writing Essentials	<a href="#">FE0011_eng</a>	5
<b>International Communications</b>		
The Impact of Culture on Communication	<a href="#">COMM0021</a>	2,5
The Art of Global Communication	<a href="#">COMM0022</a>	3,5
Improving Your Cross-cultural Communications	<a href="#">COMM0023</a>	3
International Communications Simulation	<a href="#">COMM0020</a>	0,5
Cross-cultural Communications Simulation	<a href="#">COMM0025</a>	0,5
<b>Emotional Intelligence in the Workplace</b>		
What Is Emotional Intelligence?	<a href="#">COMM0141</a>	2,5
Emotional Intelligence at Work	<a href="#">COMM0142</a>	2,5
Teamwork and Emotional Intelligence	<a href="#">COMM0143</a>	2,5
Increasing Your Emotional Intelligence	<a href="#">COMM0144</a>	2,5
The Emotionally Intelligent Leader	<a href="#">COMM0145</a>	2,5
Emotional Intelligence in the Workplace Simulation	<a href="#">COMM0140</a>	0,5
<b>Assertive Communication</b>		
Professional Assertiveness	<a href="#">COMM0171</a>	3
Assertiveness from the Inside Out	<a href="#">COMM0172</a>	3
Assertive Communication Simulation	<a href="#">COMM0170</a>	0,5
<b>Business Etiquette and Professionalism</b>		
Everyday Business Etiquette	<a href="#">COMM0181</a>	3
Communication Etiquette	<a href="#">COMM0182</a>	2,5
Etiquette and the Business Meeting	<a href="#">COMM0183</a>	2,5
Etiquette for Supervisors	<a href="#">COMM0184</a>	3
Business Etiquette and Professionalism Simulation	<a href="#">COMM0180</a>	0,5
<b>Building Better Work Relationships</b>		
Building Effective Interfunctional Relationships	<a href="#">COMM0191</a>	2,5
Building Effective Intercultural Relationships	<a href="#">COMM0192</a>	3
Building Effective Intergender Relationships	<a href="#">COMM0193</a>	2,5
Working Effectively with Customers	<a href="#">COMM0194</a>	2,5
Working Effectively with Business Partners	<a href="#">COMM0195</a>	3
Building Better Work Relationships Simulation	<a href="#">COMM0190</a>	0,5
<b>Business Grammar Essentials</b>		
Foundations of Grammar	<a href="#">COMM0201</a>	2,5
Sentence Construction	<a href="#">COMM0202</a>	2
Understanding Writing Mechanics	<a href="#">COMM0203</a>	2
Punctuating with Skill	<a href="#">COMM0204</a>	2
<b>Email Essentials</b>		
Essentials of Electronic Communication	<a href="#">COMM0231</a>	1,5
Optimizing Email at Work	<a href="#">COMM0232</a>	2
E-mail and Organizational Communication	<a href="#">COMM0233</a>	2,5
E-mail as a Marketing Tool	<a href="#">COMM0234</a>	2
E-mail Essentials using Microsoft Outlook	BLTCO023	2



<b>Delivering Successful Presentations</b>		
Presenting to Succeed	<a href="#">COMM0301</a>	4,5
Delivering Your Message	<a href="#">COMM0302</a>	4,5
Presentation Resources Available to You	<a href="#">COMM0303</a>	5
Delivering Successful Presentations Simulation	<a href="#">COMM0300</a>	0,5
Presentation Skills Blended Learning Toolkit	<a href="#">BLTCO030</a>	0,5
Combining Presentation Skills with MS PowerPoint	<a href="#">BLTCO030A</a>	0,5
<b>Telephone Skills For Business Professionals</b>		
Effective Telephone Techniques	<a href="#">COMM0411</a>	5
Making Telephone Calls Count	<a href="#">COMM0412</a>	3,5
Telephone Skills for Business Professionals Simulation	<a href="#">COMM0410</a>	0,5
<b>Getting Results Without Authority</b>		
Building Relationships to Get Results	<a href="#">COMM0511</a>	2,5
Teamwork and Results Without Authority	<a href="#">COMM0512</a>	2,5
Leadership Without Authority	<a href="#">COMM0513</a>	3
Gaining Allies, Creating Change	<a href="#">COMM0514</a>	3
Getting Results through Communication	<a href="#">COMM0515</a>	3
Getting Results from the Boss	<a href="#">COMM0516</a>	3
Getting Results without Authority Simulation	<a href="#">COMM0510</a>	0,5
<b>Effective Use of Feedback for Business</b>		
An Essential Guide to Giving Feedback	<a href="#">COMM0521</a>	2,5
Coping with Criticism and Feedback	<a href="#">COMM0522</a>	5
Giving Feedback to Colleagues	<a href="#">COMM0523</a>	4,5
Team Feedback: A guide	<a href="#">COMM0524</a>	4
Giving Feedback: A Manager's Guide	<a href="#">COMM0525</a>	4
Effective Feedback for Employees and Colleagues Simulation	<a href="#">COMM0520</a>	0,5
Effective Use of Feedback for Teams Simulation	<a href="#">COMM052S</a>	0,5
<b>Anger Management in The Workplace</b>		
Experiencing Anger	<a href="#">COMM0701</a>	5
Managing Your Anger	<a href="#">COMM0702</a>	5,5
Managing Anger in the Workplace Simulation	<a href="#">COMM0700</a>	0,5

## PROFESSIONAL EFFECTIVENESS

### Foundation Skills Curriculum

#### Basic Business Math Skills

Whole Numbers, Fractions, and Equations	<a href="#">FNDT0101</a>	4
Decimals and Percents	<a href="#">FNDT0102</a>	2
Ratios, Averages and Graphs	<a href="#">FNDT0103</a>	2

## PROFESSIONAL EFFECTIVENESS

### Personal Development Curriculum

#### Take Control of Your Time by Working More Effectively

Your Time and You	<a href="#">pd 01 a01 bs enus</a>	3
Techniques for Improved Time Management	<a href="#">pd 01 a02 bs enus</a>	2,5
Developing Excellent Time Management Habits	<a href="#">pd 01 a03 bs enus</a>	3,5
Taking Control of Your Time Simulation	<a href="#">PD001A</a>	0,5

#### Business Ethics

Making Decisions Ethically	<a href="#">pd 02 a01 bs enus</a>	2,5
Business Ethics for Managers	<a href="#">pd 02 a02 bs enus</a>	1,5
Understanding Organizational Ethics	<a href="#">pd 02 a03 bs enus</a>	3
Social Responsibility in Corporations	<a href="#">pd 02 a04 bs enus</a>	3
Business Ethics Simulation	<a href="#">PD002A</a>	0,5

#### Handling Organizational Change

Views on Organizational Change	<a href="#">pd 03 a01 bs enus</a>	2,5
Preparing for Change	<a href="#">pd 03 a02 bs enus</a>	3
Communication during Organizational Change	<a href="#">pd 03 a03 bs enus</a>	3,5
Handling Organizational Change Simulation	<a href="#">PD003A</a>	0,5

#### Decision-making and Problem-solving for Business



The Fundamentals of Effective Thinking	<a href="#">pd_04_a01_bs_enus</a>	3
Problem Framing	<a href="#">pd_04_a02_bs_enus</a>	3
Problem Solving: Generating Alternatives	<a href="#">pd_04_a03_bs_enus</a>	2
Making Decisions Dynamically	<a href="#">pd_04_a04_bs_enus</a>	2,5
Decision Making: Implementation and Evaluation	<a href="#">pd_04_a05_bs_enus</a>	2,5
Group Problem Solving and Decision Making	<a href="#">pd_04_a06_bs_enus</a>	2,5
Effective Thinking and Creative Problem Solving Simulation	<a href="#">PD004A</a>	0,5
Rational Decision-making and Problem Solving Simulation	<a href="#">PD004B</a>	0,5
<b>Doing Business Professionally</b>		
Working for Your Inner Boss: Personal Accountability	<a href="#">pd_05_a01_bs_enus</a>	2
Managing from Within: Self-empowerment	<a href="#">pd_05_a02_bs_enus</a>	2
Goals and Setting Goals	<a href="#">pd_05_a03_bs_enus</a>	2
Creating a Positive Attitude	<a href="#">pd_05_a04_bs_enus</a>	2
Pursuing Successful Lifelong Learning	<a href="#">pd_05_a05_bs_enus</a>	2
Doing Business Professionally Simulation	<a href="#">PD005A</a>	0,5
<b>Creativity and Innovation in the Workplace</b>		
The Foundations of Creativity and Innovation	<a href="#">PD0031</a>	4,5
Generating Creative and Innovative Ideas	<a href="#">PD0032</a>	3,5
Evaluating Creative and Innovative Ideas	<a href="#">PD0033</a>	3,5
Implementing Creative and Innovative Ideas	<a href="#">PD0034</a>	5
Creativity and Innovation in the Workplace Simulation	<a href="#">PD0030</a>	0,5
Creativity and Innovation in the Workplace	<a href="#">BLTPD003</a>	0,5
<b>Fast-tracking Your Career</b>		
Get Your Career on the Fast Track	<a href="#">PD0131</a>	2,5
Basic Business Skills to Get You on the Fast Track	<a href="#">PD0132</a>	2,5
Communication Skills to Fast-track Your Career	<a href="#">PD0133</a>	2,5
Interpersonal Skills on the Fast Track	<a href="#">PD0134</a>	2,5
The Boss Factor	<a href="#">PD0135</a>	3
Improving Your Image	<a href="#">PD0136</a>	3
Fast-Tracking Your Career Simulation	<a href="#">PD0130</a>	0,5
<b>Working More Effectively - Taking Control of Your Time</b>		
You and Your Time	<a href="#">PD0151</a>	5
Techniques for Better Time Management	<a href="#">PD0152</a>	5
Developing Good Time Management Habits	<a href="#">PD0153</a>	4,5
Working More Effectively Simulation	<a href="#">PD0150</a>	0,5
Time Management Blended Learning Toolkit	<a href="#">BLTPD015</a>	0,5
Taking Control of Your Time Using Microsoft Outlook	<a href="#">BLTPD015A</a>	0,5
<b>Ethics in Business</b>		
Ethical Decision Making	<a href="#">PD0171</a>	3,5
Managerial Business Ethics	<a href="#">PD0172</a>	2,5
Organizational Ethics	<a href="#">PD0173</a>	3,5
Corporate Social Responsibility	<a href="#">PD0174</a>	3
Ethics in Business Simulation	<a href="#">PD0170</a>	0,5
Ethics in Business	<a href="#">BLTPD017</a>	0,5
<b>Living a Balanced Life</b>		
Finding Your Life Balance	<a href="#">PD0181</a>	4,5
Success Over Stress	<a href="#">PD0182</a>	4,5
Strategies for Better Balance	<a href="#">PD0183</a>	5
Living a Balanced Life Simulation	<a href="#">PD0180</a>	0,5
Living a Balanced Life	<a href="#">BLTPD018</a>	0,5
<b>Dealing with Organizational Change</b>		
Perspectives on Organizational Change	<a href="#">PD0191</a>	3
Being Prepared for Change	<a href="#">PD0192</a>	3,5
Communicating During Organizational Change	<a href="#">PD0193</a>	3,5
Dealing with Organizational Change Simulation	<a href="#">PD0190</a>	0,5
Dealing with Organizational Change Blended Learning Toolkit	<a href="#">BLTPD019</a>	0,5



<b>Problem-solving and Decision-making for Business</b>		
Foundations of Effective Thinking	<a href="#">PD0231</a>	3,5
Framing the Problem	<a href="#">PD0232</a>	3
Generating Alternatives in Problem Solving	<a href="#">PD0233</a>	2,5
Dynamic Decision Making	<a href="#">PD0234</a>	2,5
Implementing and Evaluating a Decision	<a href="#">PD0235</a>	3
Problem Solving and Decision Making in Groups	<a href="#">PD0236</a>	2,5
Creative Problem Solving and Effective Thinking Simulation	<a href="#">PD0230</a>	0,5
Rational Problem Solving and Decision-making Simulation	<a href="#">PD0235</a>	0,5
Problem-solving & Decision-making for Business Blended Learning Toolkit	<a href="#">BLTPD023</a>	0,5
<b>Working without a Net - The Business of Risk</b>		
Risk Basics	<a href="#">PD0241</a>	2
Approaches to Risk Management	<a href="#">PD0242</a>	2
Decisions and Risk	<a href="#">PD0243</a>	2
Strategic Planning and Risk Management	<a href="#">PD0244</a>	2,5
Risk Strategies: The Cutting Edge	<a href="#">PD0245</a>	2,5
Working without a Net: Decisions Simulation	<a href="#">PD0240</a>	0,5
<b>Achieving Organizational Excellence Through Critical Thinking</b>		
The Role of Critical Thinking in Organizations	<a href="#">PD0251</a>	4
Developing Fundamental Critical Thinking Skills	<a href="#">PD0252</a>	3
Strategies for Facilitating Critical Thinking	<a href="#">PD0253</a>	4,5
Critical Thinking Skills for Managing	<a href="#">PD0254</a>	3,5
Organizational Scope of Critical Thinking	<a href="#">PD0255</a>	3,5
Critical Thinking Strategies Simulation	<a href="#">PD0250</a>	0,5
<b>Business Professionalism</b>		
Personal Accountability: Working for Your Inner Boss	<a href="#">PD0261</a>	2,5
Self-empowerment: Managing from Within	<a href="#">PD0262</a>	2,5
Goals and Goal Setting	<a href="#">PD0263</a>	2
Developing a Positive Attitude	<a href="#">PD0264</a>	2,5
Successful Lifelong Learning	<a href="#">PD0265</a>	2,5
Business Professionalism Simulation	<a href="#">PD0260</a>	0,5
Professionalism in Business Simulation	<a href="#">PD0265</a>	0,5

## PROJECT EFFECTIVENESS

### Project Management Curriculum

<b>Project Management for Non-Project Managers</b>		
Project Management Fundamentals	<a href="#">proj_01_a01_bs_enus</a>	2,5
Transitioning into a Project Management Role	<a href="#">proj_01_a02_bs_enus</a>	3
Initiating and Planning a Project	<a href="#">proj_01_a03_bs_enus</a>	2
Managing a Project	<a href="#">proj_01_a04_bs_enus</a>	2,5
Troubleshooting and Closing the Project	<a href="#">proj_01_a05_bs_enus</a>	2
Project Management for Non-Project Managers Simulation	<a href="#">PROJ001A</a>	0,5
<b>Program Management (PMI Standard-aligned)</b>		
Introduction to Program Management	<a href="#">proj_02_a01_bs_enus</a>	2
Program Lifecycle and Organization	<a href="#">proj_02_a02_bs_enus</a>	2,5
Program Management Processes and the Initiating Process Group	<a href="#">proj_02_a03_bs_enus</a>	1,5
Program Planning	<a href="#">proj_02_a04_bs_enus</a>	2,5
The Execution Process Group	<a href="#">proj_02_a05_bs_enus</a>	1,5
Monitoring, Controlling, and Closing Programs	<a href="#">proj_02_a06_bs_enus</a>	2
<b>Portfolio Management (PMI® Standard-aligned)</b>		
Introduction to Portfolio Management	<a href="#">proj_03_a01_bs_enus</a>	2
Portfolio Management Processes and the Organization	<a href="#">proj_03_a02_bs_enus</a>	2
Portfolio Management Processes	<a href="#">proj_03_a03_bs_enus</a>	2
<b>Project Management Foundations (PRINCE2-aligned)</b>		
Overview of Project Managing a PRINCE2-aligned Project	<a href="#">proj_04_a01_bs_enus</a>	1
Project Planning and Controlling a PRINCE2-aligned Project	<a href="#">proj_04_a02_bs_enus</a>	2
Managing Quality and Risk in a PRINCE2-aligned Project	<a href="#">proj_04_a03_bs_enus</a>	2

Para mayor información comunícate con nosotros a través del teléfono (212) 9503033 o del correo electrónico

[tarsusuniversity@tarsus.com.ve](mailto:tarsusuniversity@tarsus.com.ve)



<b>Project Management Essentials - (PMBOK® Guide - Third Edition-aligned)</b>		
An Introduction to Project Management	<a href="#">PROJ0511</a>	2,5
Project Lifecycles and Stakeholders	<a href="#">PROJ0512</a>	2
Introduction to Project Process Groups and Initiating a Project	<a href="#">PROJ0513</a>	1,5
Project Planning	<a href="#">PROJ0514</a>	2,5
Executing, Monitoring & Controlling, and Closing a Project	<a href="#">PROJ0515</a>	1,5
Project Management Essentials Simulation	<a href="#">PROJ0510</a>	0,5
Project Management Essentials	BLTPR051	0,5
<b>Project Integration Management (PMBOK® Guide - Third Edition-aligned)</b>		
Initiating a Project and Preparing the Project Plan	<a href="#">PROJ0521</a>	2,5
Project Integration: Executing and Completing a Project	<a href="#">PROJ0522</a>	2
<b>Project Scope Management (PMBOK® Guide - Third Edition-aligned)</b>		
Planning Project Scope	<a href="#">PROJ0531</a>	1,5
Controlling Project Scope	<a href="#">PROJ0532</a>	2
<b>Project Time Management (PMBOK® Guide - Third Edition-aligned)</b>		
Elements of Project Time Management	<a href="#">PROJ0541</a>	2,5
Project Scheduling	<a href="#">PROJ0542</a>	3
<b>Project Cost Management (PMBOK® Guide -Third Edition-aligned)</b>		
Estimating Activity Costs	<a href="#">PROJ0551</a>	1,5
Budgeting and Controlling Costs	<a href="#">PROJ0552</a>	2
<b>Project Quality Management (PMBOK® Guide - Third Edition-aligned)</b>		
Planning for Quality	<a href="#">PROJ0561</a>	2
Performing Quality Assurance and Control	<a href="#">PROJ0562</a>	2,5
<b>Project Human Resource Management (PMBOK® Guide - Third Edition-aligned)</b>		
Elements of Project Human Resource Management	<a href="#">PROJ0571</a>	1,5
Implementing Project Human Resource Management	<a href="#">PROJ0572</a>	3
Project Human Resources Management Simulation	<a href="#">PROJ0570</a>	0,5
<b>Project Communications Management (PMBOK® Guide - Third Edition-aligned)</b>		
Communications Planning and Information Distribution	<a href="#">PROJ0581</a>	2,5
Performance Reporting and Stakeholder Management	<a href="#">PROJ0582</a>	2
Project Communications Management Simulation	<a href="#">PROJ0580</a>	0,5
<b>Project Risk Management (PMBOK® Guide - Third Edition-aligned)</b>		
Planning and Identifying Project Risk	<a href="#">PROJ0591</a>	2,5
Analyzing Project Risk	<a href="#">PROJ0592</a>	2
Responding to and Controlling Project Risk	<a href="#">PROJ0593</a>	2,5
<b>Project Procurement Management (PMBOK® Guide - Third Edition-aligned)</b>		
Planning Project Procurement and Requesting Seller Responses	<a href="#">PROJ0601</a>	2,5
Choosing Sellers and Administering and Closing Contracts	<a href="#">PROJ0602</a>	2,5
Project Procurement Management Simulation	<a href="#">PROJ0600</a>	0,5
<b>Managing Software Project Outsourcing</b>		
Making the Right Outsourcing Decision	<a href="#">232192 ENG</a>	2,25
Planning the Outsourcing Deal	<a href="#">232202 ENG</a>	1,75
The Outsourcing Project	<a href="#">232209 ENG</a>	3,25
Determining Project Quality Standards and Milestones	<a href="#">232224 ENG</a>	2,75
Measuring Project Outsourcing Success	<a href="#">232292 ENG</a>	3
<b>Project Management Professional Responsibility</b>		
Ethics and Professional Knowledge	<a href="#">PROJ0041</a>	3
Stakeholder Interests and Cultural Diversity	<a href="#">PROJ0042</a>	3
<b>Project Management for IT Professionals</b>		
Introduction to IT Project Management	<a href="#">PROJ0351</a>	4
Functions of IT Project Management	<a href="#">PROJ0352</a>	4,5
The Life Cycle of an IT Project	<a href="#">PROJ0353</a>	5
Managing the Execution and Control of IT Projects	<a href="#">PROJ0354</a>	5,5
Managing Efficiencies of IT Projects	<a href="#">PROJ0355</a>	4,5
Project IT Management Simulation - The Early Stages	<a href="#">PROJ0350</a>	0,5
Project IT Management Simulation - Design to Rollout	<a href="#">PROJ035S</a>	0,5



	Final Exam: Project Management for IT Professionals	<a href="#">FE0013 eng</a>	0,5
<b>Strategic Project Management for IT Projects</b>			
	Strategic Planning and Positioning for IT Projects	<a href="#">PROJ0361</a>	5
	Strategic Approaches to Managing IT Projects	<a href="#">PROJ0362</a>	5
	Estimating the IT Project Work Effort	<a href="#">PROJ0363</a>	5,5
	IT Project Leadership, Authority & Accountability	<a href="#">PROJ0364</a>	6
	Managing Multiple IT Projects	<a href="#">PROJ0365</a>	5,5
	Cost Management and IT Project Trade-offs	<a href="#">PROJ0366</a>	4,5
	Strategic Project Management for IT Projects Simulation	<a href="#">PROJ0360</a>	0,5
	Final Exam: Strategic Project Management for IT Projects	<a href="#">FE0014 eng</a>	0,5
<b>Test Prep</b>			
	TestPrep Certified Associate in Project Management (CAPM)	<a href="#">TPCAPM ENG</a>	0,5
	Project Management Professional (PMP) PMBOK Guide Third Edition Aligned	<a href="#">TPPPMP3ED ENG</a>	0,5

## PROJECT EFFECTIVENESS

### Team Building Curriculum

#### High-Performance Onsite-and Virtual Teams

	Launching Successful Virtual and On-site Teams	<a href="#">team 01 a01 bs enus</a>	3
	Leading High-performance On-site Teams	<a href="#">team 01 a02 bs enus</a>	3,5
	Leading High-performance Virtual Teams	<a href="#">team 01 a03 bs enus</a>	3,5
	Facilitating Virtual and On-site Teams	<a href="#">team 01 a04 bs enus</a>	4
	Creating Virtual and High-Performance Teams Simulation	<a href="#">TEAM001A</a>	0,5
	Leading High-performance Virtual Teams Simulation	<a href="#">TEAM001B</a>	0,5

#### Creating High-performance On-site and Virtual Teams

	Launching Successful On-site and Virtual Teams	<a href="#">TEAM0151</a>	5,5
	Leading Successful On-site Teams	<a href="#">TEAM0152</a>	5
	Leading Virtual Teams	<a href="#">TEAM0153</a>	5
	Facilitating On-site and Virtual Teams	<a href="#">TEAM0154</a>	4,5
	Creating High-Performance and Virtual Teams Simulation	<a href="#">TEAM0150</a>	0,5
	Leading Virtual Teams Simulation	<a href="#">TEAM0155</a>	0,5
	Creating High-performance On-site and Virtual Teams	<a href="#">BLTTE015</a>	0,5

#### Participating in Teams

	Effective Team-building Strategies	<a href="#">TEAM0171</a>	4
	Effectively Communicating in Teams	<a href="#">TEAM0172</a>	3
	The Individual's Role in a Team	<a href="#">TEAM0173</a>	3,5
	Participating in Teams Simulation	<a href="#">TEAM0170</a>	0,5
	Participating in Teams	<a href="#">BLTTE017</a>	0,5

#### Making Teams Work: Capitalizing on Conflict

	Team Conflict: The Seeds of Dissent	<a href="#">TEAM0211</a>	3,5
	Analyzing Workplace War Zones	<a href="#">TEAM0212</a>	2,5
	Getting Past Clashes: Valuing Team Diversity	<a href="#">TEAM0213</a>	2,5
	Conquering Conflict through Communication	<a href="#">TEAM0214</a>	3
	The Path to Peace and Harmony	<a href="#">TEAM0215</a>	2,5
	Manager's Performance Guide - Team Conflict Skills	<a href="#">TEAM0216</a>	1,5
	Making Teams Work Simulation	<a href="#">TEAM0210</a>	0,5

## PROJECT EFFECTIVENESS

### Business Analysis

#### Certified Business Analysis Professional (CBAP)

	Core Concepts in Business Analysis	<a href="#">cons 01 a01 bs enus</a>	1,5
	Enterprise Analysis and Making a Business Case	<a href="#">cons 01 a02 bs enus</a>	2,5
	Introduction to Requirements Planning	<a href="#">cons 01 a03 bs enus</a>	2
	Requirements Planning and Management	<a href="#">cons 01 a04 bs enus</a>	2,5
	Eliciting Requirements	<a href="#">cons 01 a05 bs enus</a>	3,5
	Analyzing Requirements Using Models	<a href="#">cons 01 a06 bs enus</a>	3
	Refining and Documenting Requirements	<a href="#">cons 01 a07 bs enus</a>	1,5
	Communicating and Implementing Requirements	<a href="#">cons 01 a08 bs enus</a>	3

## SALES and CUSTOMER FACING SKILLS



**Sales Curriculum**

**Field Sales Skills**

Field Sales Foundations	<a href="#">SALE0101</a>	3,5
Planning Your Field Sales Approach	<a href="#">SALE0102</a>	4,5
Applying Your Field Sales Approach	<a href="#">SALE0103</a>	4
Completing Your Field Sales Approach	<a href="#">SALE0104</a>	3,5
Field Sales Skills Simulation	<a href="#">SALE0100</a>	0,5
Field Sales Skills Blended Learning Toolkit	BLTSA010	0,5

**Territorial Account Sales Skills**

The Territorial Account Sales Approach	<a href="#">SALE0111</a>	3
Understanding Your Target Customer's Business	<a href="#">SALE0112</a>	3,5
Effectively Using Customer-focused Research Meetings	<a href="#">SALE0113</a>	3,5
Gaining Access to Key Personnel at Your Target Accounts	<a href="#">SALE0114</a>	3,5
Delivering High-impact Territorial Account Sales (TAS) Presentations	<a href="#">SALE0115</a>	5
Territorial Account Sales Skills Simulation	<a href="#">SALE0110</a>	0,5

**Inside Sales Skills**

Preparing for Outbound Sales Calls	<a href="#">SALE0121</a>	6
Initiating Outbound Sales Calls	<a href="#">SALE0122</a>	3,5
Completing Outbound Sales Calls	<a href="#">SALE0123</a>	5
Preparing for Inbound Sales Calls	<a href="#">SALE0124</a>	5
Completing Inbound Sales Calls	<a href="#">SALE0125</a>	5
Inside Sales Skills Simulation	<a href="#">SALE0120</a>	0,5
Inside Sales Skills Blended Learning Toolkit	BLTSA012	0,5

**Strategic Account Sales Skills**

The Strategic Account Sales Approach	<a href="#">SALE0131</a>	3
Understanding Your Customer	<a href="#">SALE0132</a>	3,5
Conducting Effective Sales Research Meetings	<a href="#">SALE0133</a>	3,5
Working with Your Customer's Key Players	<a href="#">SALE0134</a>	3,5
Delivering High-Impact Sales Presentations	<a href="#">SALE0135</a>	6
Strategic Account Sales Skills Simulation	<a href="#">SALE0130</a>	0,5
Strategic Account Sales Skills	BLTSA013	0,5

**Sales Team Management**

Building a Winning Sales Team	<a href="#">SALE0151</a>	5,5
Using Business Tools to Manage Sales Teams	<a href="#">SALE0152</a>	3
Motivating a Winning Sales Team	<a href="#">SALE0153</a>	4,5
Communicating in Sales Teams	<a href="#">SALE0154</a>	2,5
Sales Team Management Simulation	<a href="#">SALE0150</a>	0,5

**Selling at the Executive Level**

Prepare for Success	<a href="#">SALE0221</a>	3
Strategic Planning	<a href="#">SALE0222</a>	3,5
Progressing through the Complex Sale	<a href="#">SALE0223</a>	4
Presenting Your Proposition	<a href="#">SALE0224</a>	4
Negotiating to Mutual Benefit	<a href="#">SALE0225</a>	4
From Executive-level Sale to Strategic Partnership	<a href="#">SALE0226</a>	4
Preparing for the Executive-level Sale Simulation	<a href="#">SALE0220</a>	0,5
Progressing through the Complex Sale Simulation	<a href="#">SALE0225</a>	0,5
Closing Executive-level Sales Simulation	<a href="#">SALE022T</a>	0,5
Selling at the Executive Level Blended Learning Toolkit	BLTSA022	0,5

**SalesUniversity Sales Orientation: Professional Selling in the Knowledge Economy**

The Profession of Selling	<a href="#">SALE0401</a>	3,5
Professional Selling in the Knowledge Economy	<a href="#">SALE0402</a>	5
Professional Selling in the Knowledge Economy Simulation	<a href="#">SALE0400</a>	0,5

**SalesUniversity Sales Math 101: Developing a Sales Plan for Success**

Sales Math 101: Developing a Sales Plan for Success	<a href="#">SALE0411</a>	4
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**SalesUniversity Sales Manufacturing: A Success Model**

Sales Manufacturing (TM): Identifying Sales Opportunities	<a href="#">SALE0421</a>	5
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Sales Manufacturing (TM): Sales Production	<a href="#">SALE0422</a>	6
Sales Manufacturing: Opportunity Development Simulation	<a href="#">SALE0420</a>	0,5
<b>SalesUniversity Communication 101</b>		
Sales Communications Foundations	<a href="#">SALE0431</a>	7
Sales Communications Essentials	<a href="#">SALE0432</a>	7
Telesales Communications	<a href="#">SALE0433</a>	6
Sales Communication Techniques Simulation	<a href="#">SALE0430</a>	0,5

**SALES and CUSTOMER FACING SKILLS**

**Customer Service Curriculum**

**HDI - Customer Support Specialist, Professionalism**

The Customer Support Specialist (CSS)	<a href="#">cust 01 a01 bs enus</a>	3,5
Support Center Services	<a href="#">cust 01 a02 bs enus</a>	2,5
Establishing Team and Customer Relationships	<a href="#">cust 01 a03 bs enus</a>	2,5
Customer Support Specialist Professionalism Simulation	<a href="#">CUST001A</a>	0,5

**HDI - Customer Support Specialist**

Interacting with the Customer	<a href="#">cust 02 a01 bs enus</a>	3
Effective Communication Skills	<a href="#">cust 02 a02 bs enus</a>	3
Managing Conflict, Stress, and Time	<a href="#">cust 02 a03 bs enus</a>	2,5
Customer Support Specialist Simulation	<a href="#">CUST002A</a>	0,5

**HDI - Customer Support Specialist, Process**

Customer Service Procedures	<a href="#">cust 03 a01 bs enus</a>	3,5
Managing the Quality of the Customer Support Service Center	<a href="#">cust 03 a02 bs enus</a>	3,5
Management Tools and Metrics	<a href="#">cust 03 a03 bs enus</a>	2

**Excelling at Customer Service**

Corporate Culture: Building the Service Foundation	<a href="#">cust 05 a01 bs enus</a>	3
The Fundamentals of Exceptional Customer Service	<a href="#">cust 05 a02 bs enus</a>	3
The Customer's Voice	<a href="#">cust 05 a03 bs enus</a>	5
Advancing Service Expertise	<a href="#">cust 05 a04 bs enus</a>	3,5
Customers, Confrontation and Conflict	<a href="#">cust 05 a05 bs enus</a>	5
Overcoming Difficult Service Situations	<a href="#">cust 05 a06 bs enus</a>	4,5
The EXCEL Acronym: Instilling Service Excellence	<a href="#">cust 05 a07 bs enus</a>	5
Service Teams and Service Stars	<a href="#">cust 05 a08 bs enus</a>	5
Excel at Customer Service Simulation	<a href="#">CUST005A</a>	0,5
Providing Customer Service Simulation	<a href="#">CUST005B</a>	0,5

**How to Excel at Customer Service**

Building the Service Foundation: Corporate Culture	<a href="#">CUST0101</a>	3,5
Fundamentals of Exceptional Customer Service	<a href="#">CUST0102</a>	3,5
The Voice of the Customer	<a href="#">CUST0103</a>	4,5
Advancing Your Service Expertise	<a href="#">CUST0104</a>	4,5
Customers, Conflict and Confrontation	<a href="#">CUST0105</a>	5,5
Overcoming Challenging Service Situations	<a href="#">CUST0106</a>	6
Instilling Service Excellence: the EXCEL Acronym	<a href="#">CUST0107</a>	7,5
Service Stars and Service Teams	<a href="#">CUST0108</a>	5,5
Excelling at Customer Service Simulation	<a href="#">CUST0100</a>	0,5
Customer Service Simulation	<a href="#">CUST0105</a>	0,5
How to Excel at Customer Service	<a href="#">BLTCU010</a>	0,5

**Frontline Call Center Skills**

The Call Center Industry	<a href="#">CUST0111</a>	2,5
Call Center Communication Skills	<a href="#">CUST0112</a>	4,5
Call Center Customer Service	<a href="#">CUST0113</a>	3,5
Call Center Telephone Sales	<a href="#">CUST0114</a>	3
Frontline Call Center Skills Simulation	<a href="#">CUST0110</a>	0,5

**Measuring Customer Satisfaction**

Discovering What Your Customers Want	<a href="#">CUST0131</a>	2,5
Developing Customer Satisfaction Surveys	<a href="#">CUST0132</a>	3
Customer Satisfaction: Analysis and Implementation	<a href="#">CUST0133</a>	2,5



Measuring Customer Satisfaction Simulation	<a href="#">CUST0130</a>	0,5
<b>Internal Customer Service</b>		
Excellence in Internal Customer Service	<a href="#">CUST0141</a>	5
Working With Internal Customers	<a href="#">CUST0142</a>	4
Overcoming Internal Customer Service Problems	<a href="#">CUST0143</a>	3,5
Internal Customer Service: Conflict and Complaints Simulation	<a href="#">CUST0140</a>	0,5
<b>Internal Customer Service Agent Skills</b>		
The Customer Service Agent in Action	<a href="#">CUST0151</a>	4,5
Professional Skills for Customer Service Agents	<a href="#">CUST0152</a>	4,5
Managing Challenges in Customer Service	<a href="#">CUST0153</a>	5
Cross-selling in a Customer Service Call	<a href="#">CUST0154</a>	5,5
Customer Service Agent Skills Simulation	<a href="#">CUST0150</a>	0,5
<b>Technical Support Agent Skills</b>		
The Contact Center and Technical Support Agent	<a href="#">CUST0161</a>	4,5
Technical Support Essentials	<a href="#">CUST0162</a>	5
Assessing Customer Behavior	<a href="#">CUST0163</a>	4,5
Technical Support Agent Survival Skills	<a href="#">CUST0164</a>	3,5
Technical Support Agent Skills Simulation	<a href="#">CUST0160</a>	0,5
<b>Managing A Customer-Focused Department</b>		
Identifying Your Customer's Expectations	<a href="#">CUST0171</a>	4,5
Using Surveys to Measure Customer Satisfaction	<a href="#">CUST0172</a>	3
Bridge The Expectations Gap	<a href="#">CUST0173</a>	4,5
Leading A Customer-Focused Team	<a href="#">CUST0174</a>	4
Managing a Customer-focused Department Simulation	<a href="#">CUST0170</a>	0,5
<b>IT Infrastructure Library (ITIL) Foundations V3</b>		
ITIL V3 - ITIL and the Service Lifecycle	<a href="#">ib_itil_a01_it_enus</a>	1,5
ITIL V3 - Service Strategy Fundamentals	<a href="#">ib_itil_a02_it_enus</a>	2,5
ITIL V3 - Service Strategy Processes	<a href="#">ib_itil_a03_it_enus</a>	1
ITIL V3 - Service Design Fundamentals	<a href="#">ib_itil_a04_it_enus</a>	2
ITIL V3 - Service Design Processes	<a href="#">ib_itil_a05_it_enus</a>	2,5
ITIL V3 - Service Transition Processes and Principles	<a href="#">ib_itil_a06_it_enus</a>	2,5
ITIL V3 - Service Operation Principles and Functions	<a href="#">ib_itil_a07_it_enus</a>	2
ITIL V3 - Service Operation Processes	<a href="#">ib_itil_a08_it_enus</a>	1,5
ITIL V3 - Continual Service Improvement Fundamentals	<a href="#">ib_itil_a09_it_enus</a>	1,5
<b>IT Infrastructure Library (ITIL) Foundations</b>		
ITIL: The Service Desk and Incident Management	<a href="#">CUST0181</a>	3,5
ITIL: Configuration and Release Management	<a href="#">CUST0182</a>	3
ITIL: Service Level and Capacity Management	<a href="#">CUST0183</a>	2,5
ITIL: Problem and Change Management	<a href="#">CUST0184</a>	2,5
ITIL: Continuity and Availability Management	<a href="#">CUST0185</a>	2,5
ITIL: Financial and Security Management	<a href="#">CUST0186</a>	2
<b>Inbound Call Center Management</b>		
The Inbound Call Center	<a href="#">CUST0211</a>	2,5
Inbound Call Center Management: Leadership	<a href="#">CUST0212</a>	3
Inbound Call Centers: People Management	<a href="#">CUST0213</a>	3
Inbound Call Center Technology	<a href="#">CUST0214</a>	4
Performance Metrics for an Inbound Call Center	<a href="#">CUST0215</a>	2,5
<b>TestPreps</b>		
Information Technology Infrastructure Library Foundations (ITIL)	<a href="#">TPITILFV1_ENG</a>	2,5
ITIL V3 Foundation (ITV3F)	<a href="#">TPITV3F_ENG</a>	2,5

**SALES and CUSTOMER FACING SKILLS**

**Consulting Skills**

**Consulting with the External Client**

Essentials of External Consulting	<a href="#">CONS0111</a>	5
The Client-Consultant Relationship	<a href="#">CONS0112</a>	5
Diagnosing and Planning	<a href="#">CONS0113</a>	4



Managing Delivery	<a href="#">CONS0114</a>	3,5
Evaluation and Review	<a href="#">CONS0115</a>	4
Consulting with the External Client Simulation	<a href="#">CONS0110</a>	0,5
<b>Consulting with the Internal Client</b>		
Essentials of Internal Consulting	<a href="#">CONS0121</a>	4
Internal Consulting Skills	<a href="#">CONS0122</a>	3,5
Establishing a Relationship with Internal Clients	<a href="#">CONS0123</a>	4
A Workable Solution for Internal Clients	<a href="#">CONS0124</a>	4
Evaluating Internal Assignments	<a href="#">CONS0125</a>	4,5
Consulting with the Internal Client Simulation	<a href="#">CONS0120</a>	0,5
<b>Internal Consulting for the Technical Professional</b>		
The Technical Professional as Internal Consultant	<a href="#">CONS0131</a>	4
Creating Effective Contracts	<a href="#">CONS0132</a>	3
Using Data as a Technical Professional Consultant	<a href="#">CONS0133</a>	4
Resistance and Technical Professional Consultants	<a href="#">CONS0134</a>	2,5
<b>SALES and CUSTOMER FACING SKILLS</b>		
<b>Industry Foundations</b>		
<b>Industry Overviews</b>		
The Automotive Industry Overview	<a href="#">indo 01 a01 bs enus</a>	3
The Oil and Gas Industry Overview	<a href="#">indo 01 a02 bs enus</a>	2,5
The Pharmaceutical Industry Overview	<a href="#">indo 01 a03 bs enus</a>	2,5
The Food and Beverage Industry Overview	<a href="#">indo 01 a04 bs enus</a>	2,5
The Health Care Industry Overview	<a href="#">indo 01 a05 bs enus</a>	1,5
The Banking Industry Overview	<a href="#">indo 01 a06 bs enus</a>	2,5
The Manufacturing Industry Overview	<a href="#">indo 01 a07 bs enus</a>	2,5
The Retail Industry Overview	<a href="#">indo 01 a08 bs enus</a>	2,5
The Telecommunications Industry Overview	<a href="#">indo 01 a09 bs enus</a>	2,5
The Insurance Industry Overview: Version 2	<a href="#">indo 01 a10 bs enus</a>	3
<b>Industry Overview Series</b>		
Industry Overview: Information Technology	<a href="#">indo 02 a11 bs enus</a>	2
Industry Overview: Federal Government	<a href="#">indo 02 a12 bs enus</a>	1,5
<b>SALES and CUSTOMER FACING SKILLS</b>		
<b>TestPreps</b>		
<b>TestPreps</b>		
HDI Customer Support Specialist	<a href="#">TPHDO400 ENG</a>	1,5
<b>NETg Business</b>		
<b>Communication</b>		
<b>Communication Skills Curriculum</b>		
Organizational Communication: The Fundamentals	<a href="#">en US 45241 ng</a>	2,5
Organizational Communication: Communicating in the Workplace	<a href="#">en US 45242 ng</a>	4
Organizational Communication: Managing Communication	<a href="#">en US 45243 ng</a>	3
Advanced Business Communication: Guidelines for Effective Communication	<a href="#">en US 45271 ng</a>	3
Advanced Business Communication: Business Writing for Results	<a href="#">en US 45272 ng</a>	3
Advanced Business Communication: Effective Business Communication	<a href="#">en US 45273 ng</a>	3
<b>NETg Business</b>		
<b>Customer Service</b>		
<b>Customer Service Curriculum</b>		
Customer Relationship Management: Fundamentals of CRM	<a href="#">en US 44031 ng</a>	3
Customer Relationship Management: Implementing CRM	<a href="#">en US 44032 ng</a>	3
Customer Relationship Management: eCRM	<a href="#">en US 44033 ng</a>	2,5
<b>NETg Business</b>		
<b>Economics</b>		
<b>Economics Curriculum</b>		
Economics: Basic Concepts in Microeconomics	<a href="#">en US 48812 ng</a>	4
Economics: Products and Markets	<a href="#">en US 48813 ng</a>	4
Economics: Foundations of Macroeconomics	<a href="#">en US 48814 ng</a>	4



**NETg Business**

**Government**

**Government Curriculum**

Government Contracting: Overview of Government Contracts	<a href="#">en US 49921 ng</a>	1
Government Contracting: Working with Government Contracts	<a href="#">en US 49922 ng</a>	3

**NETg Business**

**Human Resources & Workplace Issues**

**German Laws for Equality of Treatment**

AGG (GETA) - Information for Employees	<a href="#">KN00012218 ng</a>	1
AGG (GETA) - Information for Management	<a href="#">KN00012219 ng</a>	1,5

**Knowledge Management Curriculum**

Organizational Learning: Developing a Knowledge Management System	<a href="#">en US 44601 ng</a>	4
Organizational Learning: Transferring Knowledge within an Organization	<a href="#">en US 44602 ng</a>	4
Organizational Learning: Deploying a Knowledge Management System	<a href="#">en US 44603 ng</a>	4
E-Learning Essentials Pt. 1: E-Learning and Successful Strategy	<a href="#">en US 48301 ng</a>	3
E-Learning Essentials Pt. 2: Marketing Your Solution	<a href="#">en US 48302 ng</a>	3
E-Learning Essentials Pt. 3: Deploying and Measuring Your Solution	<a href="#">en US 48303 ng</a>	3

**Human Resources Curriculum**

Exit Interviewing Skills: Preparing for an Exit Interview	<a href="#">en US 47014 ng</a>	2
Exit Interviewing Skills: Conducting an Exit Interview	<a href="#">en US 47015 ng</a>	3
Exit Interviewing Skills: The Termination Process	<a href="#">en US 47016 ng</a>	3

**NETg Business**

**Management and Leadership**

**Management Curriculum**

Business Case: Preparing	<a href="#">en US 41095 ng</a>	2
Organizational Behavior: Organizational Dynamics for Individuals	<a href="#">en US 41101 ng</a>	3
Organizational Behavior: Organizational Group Dynamics	<a href="#">en US 41102 ng</a>	2
Organizational Behavior: The Organizational System	<a href="#">en US 41103 ng</a>	3
Managing the Expert: Understanding Experts	<a href="#">en US 41201 ng</a>	2
Managing the Expert: Developing a Successful Environment	<a href="#">en US 41202 ng</a>	4
Managing the Expert: Managing the Unique Needs of Experts	<a href="#">en US 41203 ng</a>	4
Managing High Performers: Creating a Retention Strategy	<a href="#">en US 41221 ng</a>	4
Managing High Performers: Defining and Finding High Performers	<a href="#">en US 41222 ng</a>	3
Managing High Performers: Implementing Recognition Programs	<a href="#">en US 41223 ng</a>	3
Balanced Scorecard: Corporate Strategy	<a href="#">en US 41401 ng</a>	2
Balanced Scorecard: Implementing	<a href="#">en US 41402 ng</a>	3
Balanced Scorecard: Measuring Business Objectives	<a href="#">en US 41403 ng</a>	3
Talent Management: Knowing Talent	<a href="#">en US 41411 ng</a>	2,5
Talent Management: Selecting Talent	<a href="#">en US 41412 ng</a>	3
Talent Management: Developing Talent	<a href="#">en US 41413 ng</a>	2
Remote Manager Practices - Hiring a Telecommuting Employee	<a href="#">en US 41416 ng</a>	1
Remote Manager Practices - Communicating with Employees	<a href="#">en US 41417 ng</a>	1
Remote Manager Practices - Motivating Employees	<a href="#">en US 41418 ng</a>	1
Remote Manager Practices- Monitoring Employee Performance	<a href="#">en US 41419 ng</a>	1
Remote Manager Practices- Delivering Performance Evaluations	<a href="#">en US 41420 ng</a>	1
Remote Manager Practices- Managing Poor Performance	<a href="#">en US 41421 ng</a>	1

**Leadership Curriculum**

Goal Setting: Reaching Individual Goals	<a href="#">en US 46031 ng</a>	2
Goal Setting: Goal Setting Tools for Managers	<a href="#">en US 46032 ng</a>	2
Goal Setting: Organizational Goal Setting	<a href="#">en US 46033 ng</a>	2
Executive Level Leadership: Becoming an Executive Leader	<a href="#">en US 46204 ng</a>	2
Executive Level Leadership: Change and the Executive Leader	<a href="#">en US 46205 ng</a>	2
Executive Level Leadership: Leadership and Communication	<a href="#">en US 46206 ng</a>	2

**NETg Business**

**Operations**

**Operations Curriculum**



Quality Management: The Quality Management Process	<a href="#">en US 44711 ng</a>	2
Quality Management: Quality Management Tools	<a href="#">en US 44712 ng</a>	3
Quality Management: Business Process Improvement	<a href="#">en US 44713 ng</a>	4
Operations Management: Fundamentals of Operations Management	<a href="#">en US 44721 ng</a>	4
Operations Management: Operations Components	<a href="#">en US 44722 ng</a>	2
Operations Management: Operations Management Tools	<a href="#">en US 44723 ng</a>	2
ISO 9001: 2000: Overview of Standards	<a href="#">en US 44731 ng</a>	4
ISO 9001: 2000: Implementing Standards	<a href="#">en US 44732 ng</a>	4
ISO 9001: 2000: The Auditing Process	<a href="#">en US 44733 ng</a>	4
Total Quality Management: Fundamentals	<a href="#">en US 44851 ng</a>	3
Total Quality Management: Principles	<a href="#">en US 44852 ng</a>	3
Total Quality Management: Implementation and Tools	<a href="#">en US 44853 ng</a>	2

## NETg Business

### Personal Development

#### Personal Development Curriculum

Remote Employee Practices - Working as a Telecommuting Employee	<a href="#">en US 43009 ng</a>	3
Business Travel Safety: Domestic Travel	<a href="#">en US 43061 ng</a>	1,5
Business Travel Safety: International Travel	<a href="#">en US 43062 ng</a>	1,5
Business Travel Safety: Forming a Corporate Travel Safety Program	<a href="#">en US 43063 ng</a>	4
Business Travel Safety: Safety Measures for Travelers	<a href="#">en US 43064 ng</a>	4

## NETg Business

### Project Management

#### Project Management Curriculum

Advanced Project Management: Building Productive Stakeholder Relationships	<a href="#">en US 41512 ng</a>	3
Advanced Project Management: Project Estimating Techniques	<a href="#">en US 41513 ng</a>	2
Advanced Project Management: Managing Accelerated Projects	<a href="#">en US 41514 ng</a>	3
Advanced Project Management: Setting Up a Project Office	<a href="#">en US 41515 ng</a>	2
Advanced Project Management: Portfolio Management	<a href="#">en US 41516 ng</a>	3
Advanced Project Management: Project Management Maturity	<a href="#">en US 41517 ng</a>	4
Project Leadership: Leading the Project Team	<a href="#">en US 41521 ng</a>	3
Project Leadership: Communicating Within a Project Team	<a href="#">en US 41522 ng</a>	2
Project Leadership: Overcoming Obstacles	<a href="#">en US 41523 ng</a>	3
Advanced Project Leadership: Organization, Strategy and Business Needs	<a href="#">en US 41524 ng</a>	2
Advanced Project Leadership: Navigating Corporate Structures	<a href="#">en US 41525 ng</a>	2
Advanced Project Leadership: Bringing Home the Value	<a href="#">en US 41526 ng</a>	3
Advanced Project Leadership: Selling Project Management to the Organization	<a href="#">en US 41527 ng</a>	2
Project Management: Government	<a href="#">en US 41601 ng</a>	2
ADVANCED PROJECT MANAGEMENT	<a href="#">KN00041603KD ng</a>	3

## NETg Business

### Sales and Marketing

#### Marketing Curriculum

Principles of Marketing: Fundamentals of Marketing	<a href="#">en US 42401 ng</a>	2
Principles of Marketing: Product Strategy	<a href="#">en US 42402 ng</a>	4
Principles of Marketing: Distribution Strategy	<a href="#">en US 42403 ng</a>	4
Principles of Marketing: Promotion Strategy	<a href="#">en US 42404 ng</a>	4
Principles of Marketing: Pricing Strategy	<a href="#">en US 42405 ng</a>	4
Principles of Marketing: Writing a Marketing Plan	<a href="#">en US 42406 ng</a>	2

#### Sales Curriculum

Sales Presentations - Preparing for Sales Presentations	<a href="#">en US 44516 ng</a>	2
Sales Presentations - Developing High Quality Sales Presentations	<a href="#">en US 44517 ng</a>	2
Sales Presentations - Delivering the Sales Presentation	<a href="#">en US 44518 ng</a>	2
Competitive Selling: Defining Value	<a href="#">en US 44541 ng</a>	2
Competitive Selling: Enhancing Value	<a href="#">en US 44542 ng</a>	2
Competitive Selling: Beating the Competition	<a href="#">en US 44543 ng</a>	2
Sales Negotiations: Fundamentals of Negotiation	<a href="#">en US 44545 ng</a>	2
Sales Negotiations: Negotiation Strategies	<a href="#">en US 44546 ng</a>	2



Sales Negotiations: Negotiation Execution	<a href="#">en US 44547 ng</a>	2
Sales Forecasting: Forecasting for Success	<a href="#">en US 44548 ng</a>	2
Sales Forecasting: Forecasting Your Own Accounts	<a href="#">en US 44549 ng</a>	2
Sales Forecasting: Applying Forecasting Methods	<a href="#">en US 44550 ng</a>	2
Relationship Management: Preparing the Client Relationship	<a href="#">en US 44565 ng</a>	2
Relationship Management: Building the Client Relationship	<a href="#">en US 44566 ng</a>	2
Relationship Management: Maintaining the Client Relationship	<a href="#">en US 44567 ng</a>	2

#### NETg Business

##### Strategic Planning

##### Strategic Planning Curriculum

Managing Business Risk: Developing a Risk Management Plan	<a href="#">en US 42521 ng</a>	1,5
Managing Business Risk: Risk Assessment and Control	<a href="#">en US 42522 ng</a>	2
Managing Business Risk: Financing and Contingency Planning	<a href="#">en US 42523 ng</a>	2

#### NETg Business

##### Team Building

##### Team Building Curriculum

Team Leadership: Developing A High-Performance Team	<a href="#">en US 42204 ng</a>	2
Team Leadership: Conducting Productive Team Meetings	<a href="#">en US 42205 ng</a>	2
Team Leadership: Promoting Your Team's Effectiveness	<a href="#">en US 42206 ng</a>	2
Project Team Management: Participating in a Project Team	<a href="#">en US 42221 ng</a>	2
Project Team Management: Team Building Techniques	<a href="#">en US 42222 ng</a>	4
Project Teams: Building a Project Team	<a href="#">en US 42223 ng</a>	4
Cross-Functional Teams: Goal Setting in a Cross-Functional Team	<a href="#">en US 42231 ng</a>	2
Cross-Functional Teams: Selecting Cross-Functional Team Members	<a href="#">en US 42232 ng</a>	1,5
Cross-Functional Teams: Cross-Functional Team Development	<a href="#">en US 42233 ng</a>	2
Virtual Team Management: Developing Virtual Teams	<a href="#">en US 42301 ng</a>	3
Virtual Team Management: Managing Virtual Team Relationships	<a href="#">en US 42302 ng</a>	2,5
Virtual Team Management: Coaching Virtual Team Members	<a href="#">en US 42303 ng</a>	3

#### New Releases

##### BUSINESS STRATEGY and OPERATIONS

##### Operations Curriculum

##### Six Sigma Green Belt: Improve and Control

Using Basic Control Charts in Six Sigma	<a href="#">oper 09 a03 bs enus</a>	2
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##### PROJECT EFFECTIVENESS

##### Project Management Curriculum

##### Project Management Foundations (PRINCE2-aligned)

Overview of Project Managing a PRINCE2-aligned Project	<a href="#">proj 04 a01 bs enus</a>	1
Project Planning and Controlling a PRINCE2-aligned Project	<a href="#">proj 04 a02 bs enus</a>	2
Managing Quality and Risk in a PRINCE2-aligned Project	<a href="#">proj 04 a03 bs enus</a>	2

*Actualizado: 21/7/ 2008*