

# ENTERPRISE™



# 2019 COURSE CATALOG

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# Table of contents

TO SEARCH BY KEYWORD USE  
CTRL / COMMAND + F

COMPLIANCE EXPERT: Privacy & Information Security - The Basics .....	20
COMPLIANCE EXPERT: IT Security - Phishing .....	21
COMPLIANCE EXPERT: IT Security - Safeguarding Mobile Devices .....	22
Business Analysis Analytical Techniques .....	23
Business Analysis Professional Effectiveness Competencies .....	24
Writing Effective E-mails and Instant Messages .....	25
Sending E-mails to the Right People .....	26
Using the Parts of Speech .....	27
Getting the Details Right: Spelling Basics .....	28
Abbreviating, Capitalizing, and Using Numbers .....	29
Using Punctuation Marks .....	30
Creating Well-constructed Sentences .....	31
Troublesome Words and Phrases: Common Usage Mistakes in Writing .....	32
Planning an Effective Presentation .....	33
Building Your Presentation .....	34
Ensuring Successful Presentation Delivery .....	35
Improving Your Technical Writing Skills .....	36
The Art and Science of Communication .....	37
Making an Impact with Non-verbal Communication .....	38
Trust Building through Effective Communication .....	39
Choosing the Right Interpersonal Communication Method to Make Your Point .....	40
Become a Great Listener .....	41
Do We Have a Failure to Communicate? .....	42
The Many Approaches to Facing Workplace Conflict .....	43

Facing and Resolving Conflict in the Workplace .....	44
The First Steps in Negotiating .....	45
Negotiating the Best Solution .....	46
Navigating Your Own Emotions .....	47
Navigating Other People's Emotions .....	48
Navigating the Workplace with Emotional Intelligence .....	49
Listening Even When it's Difficult to Listen .....	50
Using Active Listening in Workplace Situations .....	51
Polishing Your Feedback Skills .....	52
Gaining a Positive Perspective on Feedback .....	53
Acting with Diplomacy and Tact .....	54
Navigating Challenging Situations with Diplomacy and Tact .....	55
Interacting with Customers .....	56
Facing Confrontation in Customer Service .....	57
Designing a Customer Service Strategy .....	58
Communicating Vision to Your Employees .....	59
Leading through Positive Influence .....	60
Leveraging Emotional Intelligence .....	61
Key Elements of Business Execution .....	62
Building Innovation Cultures and Leaders .....	63
Leading Your Team through Change .....	64
Building a Leadership Development Plan .....	65
Aligning Unit Goals and Imperatives .....	66
Positive Atmosphere: Establishing an Engaged Workforce .....	67
Positive Atmosphere: Establishing a Positive Work Environment .....	68
Positive Atmosphere: How Organizational Learning Drives Positive Change .....	69
Becoming an Inspirational Leader .....	70

Assessing Your Own Leadership Performance .....	71
Gender and Leadership .....	72
Choosing to Lead as a Woman .....	73
Career and Family Challenges for Women Leaders .....	74
Facing Virtual Team Challenges .....	75
Reaching Customers Digitally .....	76
Helping Customers Find You .....	77
Managing Your Corporate Reputation Online .....	78
Unleashing Personal and Team Creativity .....	79
Verifying and Building on Creative Ideas .....	80
Developing a Plan to Further Your Career .....	81
Getting Your Career on the Right Track .....	82
Using Performance Appraisals to Advance Your Career .....	83
Cultivating Relationships with Your Peers .....	84
Building Your Professional Network .....	85
Building Rapport with Your Boss .....	86
Developing Your Business Ethics .....	87
Writing and Preparing an Effective Speech .....	88
Conquering the Challenges of Public Speaking .....	89
Managing Pressure and Stress to Optimize Your Performance .....	90
Aligning Goals and Priorities to Manage Time .....	91
Make the Time You Need: Get Organized .....	92
The Art of Staying Focused .....	93
Uncovering and Utilizing Your Talents and Skills .....	94
Self-improvement for Lifelong Success .....	95
Establishing Self-confidence for Life .....	96
Procrastination: Admitting it is the First Step .....	97

Beating Procrastination by Boosting Your Creativity and Drive .....	98
Improving Your Memory Skills .....	99
Improving Your Reading Speed and Comprehension .....	100
Understanding Unconscious Bias .....	101
Overcoming Your Own Unconscious Biases .....	102
Overcoming Unconscious Bias in the Workplace .....	103
Getting to the Root of a Problem .....	104
Defining Alternative Solutions to a Problem .....	105
Choosing and Using the Best Solution .....	106
Confronting Your Assumptions .....	107
Investigating Arguments .....	108
Reaching Sound Conclusions .....	109
Agile Principles and Methodologies .....	110
Agile Project Planning .....	111
Agile Project Scheduling and Monitoring .....	112
Agile Stakeholder Engagement and Team Development .....	113
Agile Key Exam Concepts .....	114
Finding Your Bearings as a Project Manager .....	115
Getting the Big Picture by Defining the Project's Scope and Team .....	116
Mastering the Details of a Project's Schedule and Budget .....	117
Managing a Project to Minimize Risk and Maximize Quality .....	118
Navigating through Changes and Conflicts in Projects .....	119
Taking Final Steps to Bring a Project to its Close .....	120
Quality Methodologies and Standards for Project Management .....	121
Managing Stakeholder Engagement (PMBOK® Guide Sixth Edition) .....	122
The Value Proposition: Getting Your Pitch Right .....	123
Turning Objection into Opportunity during a Sales Call .....	124

Adobe Acrobat DC Fundamentals .....	125
Working with Adobe Acrobat DC .....	126
Adobe Acrobat Pro XI Fundamentals .....	127
Adobe Dreamweaver CC 2015 Fundamentals .....	129
Basic Coding with Adobe Dreamweaver CC 2015 .....	130
The Adobe Dreamweaver CC 2015 Interface .....	131
Adobe Dreamweaver CC 2015 Browsers and HTML .....	132
Adobe Dreamweaver CC 2015 Web Design .....	133
Adobe Captivate 9: Getting Started .....	134
Adobe Captivate 9: Media and Recording .....	135
Adobe Captivate 9: Questions and Pools .....	136
Adobe Captivate 9: Publishing and Actions .....	137
Adobe Edge Animate CC: Exploring the Interface .....	138
Adobe Edge Animate CC: Creating and Animating Artwork .....	140
Adobe Edge Animate CC: Importing Artwork, Text Animation and Typeface Properties ....	142
Adobe Edge Animate CC: Transitions, Symbols, and Synchronizing Motion .....	143
Adobe Edge Animate CC: Interactive Compositions .....	145
Adobe Edge Animate CC: Publishing Compositions .....	147
Adobe Edge Animate CC: Working with Video and Audio .....	149
Adobe Illustrator CC 2015 Introduction and New Features .....	150
Adobe Illustrator CC 2015 Fundamentals .....	151
Drawing in Adobe Illustrator CC 2015 .....	152
Working with Text in Adobe Illustrator CC 2015 .....	154
Adobe Illustrator CC 2015 Tools .....	155
Adobe Illustrator CC 2015 Working with the Pen Tools and Objects .....	156
Adobe Illustrator CC 2015 Gradients and Bitmap Images .....	158
Adobe Illustrator CC 2015 Advanced Tools and Effects .....	159

Adobe InDesign CC 2015 Fundamentals .....	161
Adobe InDesign CC 2015 Basic Navigation and Tools .....	162
Working with Images and Exporting Files in Adobe InDesign CC 2015 .....	164
Working with Objects and Editing Tools in Adobe InDesign CC 2015 .....	165
Working with Text in Adobe InDesign CC 2015 .....	166
Working with Pages in Adobe InDesign CC 2015 .....	167
Adobe Photoshop CC 2015 Basics .....	168
Adobe Photoshop CC 2015: File Types and Color Editing .....	169
Adobe Photoshop CC 2015: Selection Tools and Techniques .....	170
Adobe Photoshop CC 2015: Layers and Type .....	171
Adobe Photoshop CC 2015 Enhancement Tools and Techniques .....	172
Adobe Photoshop CC 2015 Cloning and Editing .....	173
Adobe Photoshop CC 2015 Paths and Techniques .....	174
Adobe Captivate 7 Fundamentals .....	175
Adobe Captivate 7 Editing Project Files .....	176
Adobe ColdFusion 10 Fundamentals .....	177
Adobe Dreamweaver CC - Essentials .....	179
Adobe Flash Professional CC - Introduction and Basic Tools .....	180
Adobe CC Overview of New Features .....	181
Adobe Premiere Pro CC 2015 Fundamentals .....	182
Adobe Premiere Pro CC 2015 Panels and Effects .....	183
Adobe Premiere Pro CC 2015 Movies and Application Extensibility .....	184
Building the Foundation for an Effective Team .....	185
Developing a Successful Team .....	186
Encouraging Team Communication and Collaboration .....	187
Handling Team Conflict .....	188
Leading a Cross-functional Team .....	189



Being an Effective Team Member .....	190
Strategies for Building a Cohesive Team .....	191
Effective Team Communication .....	192
Establishing Team Goals and Responsibilities, and Using Feedback Effectively .....	193
Communicating with Confidence .....	194
Taking Effective and Professional Notes .....	195
Learning from Failure .....	196
Developing Your Business Acumen .....	197
Gaining Insight through Organizational Awareness .....	198
Finding and Nurturing a Mentor Relationship .....	199
Keeping Your Skillset Current in the Digital Economy .....	200
Being a Responsible Corporate Digital Citizen .....	201
Getting Your Pitch Heard .....	202
Contributing as a Virtual Team Member .....	203
Personal Power and Credibility .....	204
Building Personal Power through Influence .....	205
Influence Others with Political Savvy .....	206
Difficult People: Why They Act That Way and How to Deal with Them .....	207
Difficult People: Can't Change Them, so Change Yourself .....	208
Difficult People: Strategies to Keep Everyone Working Together .....	209
The Essentials for Anger Management .....	210
How Culture Impacts Communication .....	211
Capturing the Attention of Senior Executives .....	212
Planning Meetings Fit for Purpose .....	213
Running Meetings in Better Directions .....	214
Audience and Purpose in Business Writing .....	215
Clarity and Conciseness in Business Writing .....	216

Editing and Proofreading Business Documents .....	217
Tableau Visualization Design .....	218
Tableau Dashboards and Data Organization .....	219
Tableau Advanced Visualizations .....	220
Confluence: Signing in & Navigating within Spaces .....	221
Confluence: Setting Up & Managing Spaces .....	222
Confluence: Working with Spaces .....	223
Confluence: Working with Team Members .....	224
Confluence: Configuring Spaces .....	225
Basecamp 2: Sign-in & Setup .....	226
Basecamp 2: Setting Up Projects .....	227
Basecamp 2: Tracking Projects .....	228
Basecamp 2: Managing Project Tasks & Assets .....	229
Basecamp 2: Discussion & Collaboration Tools .....	230
Basecamp 3: Signing In & Setting Up .....	231
Basecamp 3: Using the Team Communication Tools .....	232
Basecamp 3: Setting Up & Tracking Projects .....	233
Basecamp 3: Managing your Project Tasks & Assets .....	234
Basecamp 3: Using the Calendar Tools .....	235
Basecamp 3: Using Basecamp 3 for iOS .....	236
Buffer: Sign-in & Account Creation .....	237
Buffer: Managing Social Media Activity .....	238
Facebook for Web: Creating & Managing Pages .....	239
Pages for Facebook Business: Setting Up a Page .....	240
Pages for Facebook Business: Creating Page Posts .....	241
Pages for Facebook Business: Building your Page Reach .....	242
FreeMind 1.0.1: Using & Customizing the Interface .....	243

FreeMind 1.0.1: Creating, Saving, & Exporting Documents .....	244
FreeMind 1.0.1: Building a Mind Map .....	245
FreeMind 1.0.1: Formatting a Mind Map .....	246
Google AdWords: Setting up Ad Campaigns .....	247
Google AdWords: Creating Ads & Ad Groups .....	248
Google AdWords: Using Audience, Placements & Keywords .....	249
Google AdWords: Analyzing Ads & Campaigns .....	250
Google AdWords: Managing Accounts & Settings .....	251
Google Analytics Fundamentals and Data Collection .....	252
Google Analytics Reports .....	254
Google Conversions and Tags .....	255
Analytics APIs and Tools .....	256
Google Analytics for Web: Creating & Managing Properties .....	257
Google Analytics for Web: Analyzing Audiences & User Behavior .....	258
Google Analytics for Web: Using Dashboards & Reports .....	259
YouTube for Web: Searching & Viewing Videos .....	260
YouTube for Web: Publishing Videos & Managing Channels .....	261
YouTube for Web: Creating & Editing Videos .....	262
Google Sheets: Illustrating Documents .....	263
Google Sheets: Finding, Sorting & Filtering Data .....	264
Google Sheets: Charts & Graphs .....	265
Hootsuite: Adding & Managing Accounts .....	266
Hootsuite: Publishing & Scheduling Posts .....	267
MindManager 2016: Working with the Interface .....	268
MindManager 2016: Creating, Saving & Exporting Documents .....	269
MindManager 2016: Adding Text to Mind Maps .....	270
MindManager 2016: Illustrating Mind Maps .....	271

MindManager 2016: Adding Tables, Charts, & Data to Mind Maps .....	272
MindManager 2016: Adding Markers & Tags to Mind Maps .....	273
MindManager 2016: Using the Project Management Tools .....	274
MindManager 2016: Using Topics in Mind Maps .....	275
MindManager 2016: Formatting Mind Maps .....	276
MindManager 2016: Presenting Mind Maps .....	277
IT Security for End Users: IT Security Fundamentals .....	278
IT Security for End Users: Using Corporate Devices Securely .....	280
IT Security for End Users: Secure Corporate Communications and Networking .....	282
Tumblr for Web: Getting Started with Blogs .....	284
Tumblr for Web: Blog Authoring Tools .....	285
Tumblr for Web: Finding Blogs .....	286
Twitter for Professionals: Promoting a Business & Engaging with Users .....	287
Twitter for Professionals: Analyzing Audiences & User Behavior .....	288
Twitter for Professionals: Using Twitter Media Studio .....	289
Emergency and Disaster Preparedness .....	290
Microsoft Dynamics CRM 2013: Forms, Marketing, Contacts, and Processes .....	291
Marketing Automation in Microsoft Dynamics CRM 2013 .....	293
Pandemic Flu Awareness .....	295
Computer Ergonomics .....	297
Emergency Response in the Workplace .....	299
HR Competencies: Leadership and Ethical Practice .....	301
HR Competencies: Business Acumen and Relationship Management .....	303
The Telecommunications Industry Overview: Version 4 .....	305
The Health Care Industry Overview: Version 4 .....	307
The Insurance Industry Overview: Version 4 .....	308
The Banking Industry Overview: Version 4 .....	309

The Oil and Gas Industry Overview: Version 4 .....	310
The Retail Industry Overview: Version 4 .....	311
The Manufacturing Industry Overview: Version 4 .....	312
The Pharmaceutical Industry Overview: Version 5 .....	313
The Information Technology Industry Overview: Version 4 .....	314
The Federal Government Industry Overview: Version 4 .....	316
The Education Industry Overview: Version 2 .....	318
The Utilities Industry Overview: Version 2 .....	319
The Chemicals Industry Overview: Version 2 .....	320
The Broadcasting & Entertainment Industry Overview: Version 2 .....	321
The Capital Markets Industry Overview: Version 2 .....	323
The Consumer Electronics Industry Overview: Version 2 .....	325
The Aerospace & Defense Industry Overview: Version 2 .....	326
The Biotechnology Industry Overview: Version 2 .....	327
The Automotive Industry Overview: Version 4 .....	329
The Food and Beverage Industry Overview: Version 4 .....	330
The Agriculture Industry Overview: Version 4 .....	331
Angular 6 Development: Introduction .....	332
Angular 6 Development: Libraries .....	333
Angular 6 Development: Reactive Programming .....	334
Angular 6 Development: Angular Material and Angular Elements .....	335
Angular 6 Development: Testing & TDD .....	336
Alexa Architecture and Components .....	337
Working with SSML and AVS .....	338
Working with Smart Home and Business .....	339
Ruby Full Stack Development: Introduction .....	340
Ruby Full Stack Development: Flow Control and Data Types .....	341



Full Stack Development: Introduction .....	342
Full Stack Development: Business Logic and Persistence Layers .....	343
Full Stack Development: Web Communications Layer .....	344
iOS 12 Development: Getting Started with Xcode and iOS .....	345
iOS 12 Development: Working With Layout and Controls in iOS .....	346
iOS 12 Development: Working With Data and Gestures .....	347
Developing AI and ML Solutions with Java: Machine Learning Implementation .....	348
Developing AI and ML Solutions with Java: Neural Network and Neuroph Framework .....	349
JavaScript Fundamentals .....	350
JavaScript Data, Decision Making, and Arrays .....	351
JavaScript Front End Development: Functions and Objects .....	352
JavaScript Front End Development: Working With JavaScript Errors, Events, Objects, and New Features .....	353
JavaScript Front End Development: Front End Development Basics .....	354
JavaScript Front End Development: Frameworks .....	355
Bootstrap Forms and Layout .....	356
Whole Page Controls and Extending Bootstrap .....	357
Workplace Harassment Prevention for Employees .....	358
Sexual Harassment Prevention for Employees .....	359
HIPAA Privacy Essentials .....	360
Intellectual Property Overview .....	362
Code of Conduct Awareness .....	364
Global Privacy and Information Security .....	365
Business Ethics .....	366
Security Awareness for End Users .....	367
Privacy and Information Security .....	368
COMPLIANCE SHORT: Privacy and Information Security .....	369

COMPLIANCE SHORT: Privacy and Information Security 2 .....	370
COMPLIANCE SHORT: Social Media and Electronic Communications .....	371
COMPLIANCE SHORT: Social Media and Electronic Communications 2 .....	372
COMPLIANCE SHORT: Cybersecurity .....	373
EU General Data Protection Regulation .....	374
COMPLIANCE SHORT: Intellectual Property Protection .....	375
COMPLIANCE SHORT: Cybersecurity 2 .....	376
COMPLIANCE SHORT: Protecting Customer Information .....	377
Global Cybersecurity Basics .....	378
Preventing Bullying and Violence .....	379
Interviewing: Doing it Right .....	380
COMPLIANCE SHORT: GDPR .....	381
COMPLIANCE SHORT: Unconscious Bias .....	382
The Basics of Marketing .....	383
The People and Planning in Marketing .....	384
Product, Pricing, and Promotion in the Marketing Mix .....	385
Setting Up a Project in Microsoft Project 2013 .....	386
Creating a Task-Based Schedule in Microsoft Project 2013 .....	388
Managing Resources and Assignments in Microsoft Project 2013 .....	390
Tracking and Analyzing Projects Using Microsoft Project 2013 .....	392
Communicating Project Information Using Microsoft Project 2013 .....	394
Taking Stock of Your Work/Life Balance .....	396
Staying Balanced in a Shifting World .....	397
Take a Deep Breath and Manage Your Stress .....	398
Organize Your Physical and Digital Workspace .....	399
Avoid Procrastination by Getting Organized Instead .....	400
Maximize Your Productivity by Managing Time and Tasks .....	401

Achieve Productivity in Your Personal Life .....	402
Reaching Goals Using Perseverance and Resilience .....	403
The Building Blocks of Building Trust .....	404
Becoming an Accountable Professional .....	405
Becoming Your Own Best Boss .....	406
Becoming More Professional through Business Etiquette .....	407
Developing a Personal Accountability Framework .....	408
React and Flux: An Overview .....	409
React and Flux: Creating Simple React Components .....	411
React and Flux: React Router and Forms .....	413
React and Flux: Working with Flux .....	415
Introduction to Virtual Reality .....	416
Manipulating the VR Environment .....	417
Creating a Virtual Reality App with Unity .....	418
User Interfaces in Virtual Reality .....	419
Optimizing for Unity VR .....	420
Android Cardboard and Unity VR .....	421
Using GoogleVR and Unreal .....	422
Java EE 7 Front End Web Application Development: Getting Started .....	423
Java EE 7 Front End Web Application Development: Web Components .....	425
Java EE 7 Front End Web Application Development: Web Services .....	427
Java EE 7 Front End Web Application Development: Communication and Security .....	429
Java EE 7 Front End Web Application Development: Business Logic and Persistence .....	431
Java EE 7 Front End Web Application Development: Transaction Support .....	433
Java EE 7 Front End Web Application Development: Presentation with JSF .....	435
Leveraging the JIRA Platform for Development Projects .....	437
UX Design Foundations: Design Principles and Strategies .....	439

UX Design Foundations: Techniques and Tools .....	441
UX Design Foundations: Navigation, Layout, and Content .....	443
Working with Data in AngularJS .....	445
AngularJS Security Considerations .....	447
AngularJS and TypeScript .....	449
AngularUI Companion Frameworks .....	451
AngularUI Utilities and Modules .....	453
JsRender Fundamentals .....	455
Advanced JsRender Features .....	457
JavaScript SPA: Getting Started with SPA in Visual Studio 2013 .....	459
JavaScript SPA: SPA Views and Routes .....	460
JavaScript SPA: Durandal Modules and Lifecycle events .....	462
JavaScript SPA: Adding Views and Handling View Navigation in Durandal .....	464
JavaScript SPA: Connecting to and Managing Data .....	466
JavaScript SPA: Working with Rich Application Data .....	468
JavaScript SPA: Managing Application Data .....	470
JavaScript SPA: Working With Validation .....	472
jQuery: Basic Setup and Features .....	473
jQuery: Using Essential Features and Functions .....	475
jQuery: Advanced Features and Functions .....	477
CSSLP: Secure Software Concepts .....	479
CSSLP: Secure Software Requirements .....	481
CSSLP: Secure Software Design .....	483
CSSLP: Secure Software Implementation and Coding .....	485
CSSLP: Secure Software Testing .....	487
CSSLP: Software Acceptance, Deployment, Operations, Maintenance, and Disposal .....	489
CSSLP: Supply Chain and Software Acquisition .....	491

Creating a Basic Angular Application .....	493
Angular 2 Template Syntax, Directives, and Pipes .....	495
Creating and Maintaining Forms .....	497
Client-side Routing and Using HTTP .....	499
Using Animation and Supporting Mobile Devices .....	501
Testing Angular Apps .....	503
Angular Security and the Angular CLI .....	505
Creating Styles with CSS3 and Styling Text .....	507
Styling Page Elements using CSS3 .....	509
Navigation Elements and Animations with CSS3 .....	511
Forms, Positioning, and Layout with CSS3 .....	512
Advanced Options, Responsive Web Design, and Management with CSS3 .....	514
Extending CSS3 with Sass and Less .....	516
Drupal 8 First Look .....	518
Introduction to HTML5 .....	520
HTML5 Layout .....	522
HTML5 Forms .....	524
HTML5 APIs and Media .....	526
HTML5 and CSS3 .....	528
HTML5 Layout with CSS3 .....	530
HTML5 and Advanced CSS3 .....	532
HTML5 and JavaScript .....	534
HTML5 Graphics and Canvas .....	536
Advanced HTML5 .....	538
Advanced Features of JavaScript, CSS3 and HTML5 .....	540
Introduction to HTML5 and CSS .....	542
Styling HTML5 and JavaScript .....	543



Advanced HTML5 and JavaScript .....	544
HTML5 APIs and Local Data Storage .....	545
More Advanced HTML5 and CSS3 .....	546
Advanced CSS .....	547
WordPress Introduction and Basic Configuration .....	548
WordPress Networking and Security .....	550
WordPress Advanced Themes and Administration .....	552

# COMPLIANCE EXPERT: Privacy & Information Security - The Basics

## DESCRIPTION

Depending on the context, personal information may need to be protected for confidentiality. Organizations with access to this information need to understand how to judge what and when to protect privacy. In this Compliance Expert Impact, Bill Baker explores the basics of privacy and information security.

## TARGET AUDIENCE

All employees, particularly those who routinely handle confidential information or sensitive personal information

## OBJECTIVES

N/A

ID

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Expected Duration (Minutes)

4

Prerequisites

None

# COMPLIANCE EXPERT: IT

## Security - Phishing

### DESCRIPTION

Phishing is a fraudulent attempt to access personal financial account information or a corporate network. In this Compliance Expert Impact, Bill Baker explores common forms of phishing attempts.

### TARGET AUDIENCE

All employees

### OBJECTIVES

N/A

ID

\_pc\_bi\_lcbi031

Expected Duration (Minutes)

5

Prerequisites

None

# COMPLIANCE EXPERT: IT

## Security - Safeguarding Mobile Devices

### DESCRIPTION

Mobile devices are a significant risk to an organization's network security. In this Compliance Expert Impact, Bill Baker explores steps companies can take to better insulate their networks from mobile intrusion.

### TARGET AUDIENCE

All employees

### OBJECTIVES

N/A

ID

\_pc\_bi\_lcbi032

Expected Duration (Minutes)

6

Prerequisites

None

# Business Analysis Analytical Techniques

## DESCRIPTION

In this course, you'll learn about effective techniques that business analysts can use for analytical activities throughout a project.

## TARGET AUDIENCE

Individuals interested in developing and refining business analysis skills; individuals preparing for the Certified Business Analysis Professional™ (CBAP®) certification exam

## OBJECTIVES

### Scoping and Planning Analysis Tools

- distinguish between benchmarking and market analysis characteristics
- identify the steps in document analysis
- distinguish between scope modeling and state modeling

### Business Analysis Supporting Models

- identify process modeling characteristics
- identify process analysis characteristics
- identify the types of organizational models
- recognize interface definition elements
- distinguish between data flow diagram elements
- identify considerations for data mining
- identify considerations for data modeling
- recognize prototyping methods

### Decision-making Analyses

- identify risk analysis and management characteristics
- recognize appropriate financial analysis techniques
- distinguish between characteristics of root cause and SWOT analyses
- recognize the differences between decision modeling and decision analysis
- demonstrate your understanding of analytical techniques for effective business analysis

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Expected Duration (Minutes)

98

Prerequisites

None



# Business Analysis Professional Effectiveness Competencies

## DESCRIPTION

In this course, you'll learn about competencies fundamental to business analysis, including behavioral characteristics, business knowledge, and the tools and technology knowledge necessary for effective business analysis work.

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Expected Duration (Minutes)

52

## TARGET AUDIENCE

Individuals interested in developing and refining business analysis skills; individuals preparing for the Certified Business Analysis Professional™ (CBAP®) certification exam

Prerequisites

None

## OBJECTIVES

### Behavioral Competencies

- recognize examples of ethical behavior
- identify characteristics of personal accountability
- recognize characteristics of trustworthiness
- recognize characteristics of adaptability
- identify effective organization and time management behaviors

### Business Knowledge Competencies

- define business acumen
- recognize relevant types of industry information to business analysis work
- distinguish between knowledge area requirements for business analysts

### Tools and Technology Competencies

- identify examples of effective office productivity tools for business analysis work
- identify examples of effective business analysis tools for business analysis work
- identify examples of communication tools and technology
- demonstrate your understanding of required competencies for effective business analysis

# Writing Effective E-mails and Instant Messages

## DESCRIPTION

E-mail has become an indispensable part of the way organizations communicate, conduct business, and maintain their operations. Knowing e-mail etiquette is key to using this business tool effectively. It can help ensure you get messages across quickly, appropriately, and concisely. This course introduces tried-and-true guidelines for e-mailing effectively, fundamental elements every e-mail should contain, and the importance of keeping e-mails concise. The course also covers the etiquette associated with using instant messaging programs as an extension of e-mail.

## TARGET AUDIENCE

All levels of employees, and any individual who wishes to refresh and refine their e-mail skills

## OBJECTIVES

### E-mail and Instant Messaging Basics

- recognize the appropriate use of basic rules of etiquette related to the tone and formatting of e-mails
- recognize the appropriate use of basic rules of etiquette related to answering e-mails
- identify appropriate ways to use the “From” field and subject line in e-mails
- recognize effective ways to write the parts of an e-mail message
- identify guidelines for keeping e-mails concise
- recognize appropriate usage of basic rules of IM etiquette
- use rules and guidelines to write effective and appropriate e-mails and instant messages

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Expected Duration (Minutes)

28

Prerequisites

None

# Sending E-mails to the Right People

## DESCRIPTION

Sending an e-mail to the wrong person, or excluding the right person, hinders effective communication. This course focuses on how to address and distribute e-mails. Specifically, you will be introduced to best practices for deciding who to send e-mails to and how to flag e-mails appropriately. The course also covers proper etiquette for forwarding e-mails and using reply and reply all. In addition, it highlights some poor copying practices to avoid.

## TARGET AUDIENCE

All levels of employees, and any individual who wishes to refresh and refine their e-mail skills

## OBJECTIVES

### Addressing and Distributing E-mails

- identify tips for using the To field when sending e-mail
- use the Cc and Bcc fields appropriately in an e-mail
- set the priority status of e-mails appropriately
- recognize how to reply effectively to e-mails
- identify best practices for forwarding e-mail
- recognize examples of when it's inappropriate to copy an e-mail over someone's head
- recognize how to address and distribute e-mails appropriately

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Expected Duration (Minutes)

29

Prerequisites

None

# Using the Parts of Speech

## DESCRIPTION

The parts of speech are the building blocks of sentences, so learning about them can help you skillfully combine words into meaningful sentences. This course describes the eight parts of speech and shows how to use them effectively and correctly.

## TARGET AUDIENCE

Anyone who wants to refresh or refine their basic business grammar skills for any kind of business writing, from e-mail and memos to reports and presentations

## OBJECTIVES

### The Parts of Speech

- identify the parts of speech in a given sentence
- recognize the correct use of nouns in given sentences
- identify correct use of perfect and progressive tenses
- recognize how modal verbs are being used in given sentences
- distinguish between active and passive voice
- recognize the correct use of adjectives and adverbs in given sentences
- recognize how to use the parts of speech

ID

acm\_04\_a01\_bs\_enus

Expected Duration (Minutes)

31

Prerequisites

None

# Getting the Details Right: Spelling Basics

## DESCRIPTION

Spelling errors are all too common. A wrong letter here, an extra letter there, and your reader loses faith. Knowing the rules, as well as the exceptions, when it comes to details like spelling can help you write clearly without errors. This course explains how to spell words with prefixes and suffixes, and how to form the plural and possessive forms of words. It also covers general rules on how to spell correctly and presents tips to help you become a better speller.

## TARGET AUDIENCE

Anyone who wants to refresh or refine their basic business grammar skills for any kind of business writing, from e-mail and memos to reports and presentations

## OBJECTIVES

### Working with Words

- identify the meaning and function of prefixes and suffixes in given words
- recognize the correct way to spell words with prefixes
- recognize the correct application of spelling rules for words with suffixes
- recognize the correct plural form of given nouns
- identify examples of words that follow the rules for forming possessives
- recognize the correct application of spelling rules for given words
- recognize the correct way to spell given words

ID

acm\_04\_a02\_bs\_enus

Expected Duration (Minutes)

29

Prerequisites

None



# Abbreviating, Capitalizing, and Using Numbers

## DESCRIPTION

No doubt you've had to use abbreviations, capital letters, and numbers in your business writing. But are you using them correctly? This course presents the basic rules related to capital letters, abbreviations, and numbers. It covers abbreviations of titles, names, locations, and countries, as well as how to capitalize direct quotes, titles, names of organizations, and product names, among other elements. In addition, you will be introduced to the forms and uses of numbers with dates and time, money, fractions, and symbols.

## TARGET AUDIENCE

Anyone who wants to refresh or refine their basic business grammar skills for any kind of business writing, from e-mail and memos to reports and presentations

## OBJECTIVES

### Abbreviations, Capitals, Numbers

- recognize the correct application of basic rules for abbreviating words
- identify correct abbreviations of given words
- recognize the correct application of basic rules for capitalizing words
- identify appropriate capitalization for headings, lists, and colons
- recognize how to capitalize places and events correctly
- recognize the correct application of basic rules for using numbers
- identify the correct use of numbers in given examples
- use abbreviation, capitalization, and number rules in written communications

ID

acm\_04\_a03\_bs\_enus

Expected Duration (Minutes)

33

Prerequisites

None

# Using Punctuation Marks

## DESCRIPTION

Punctuation is the collection of marks used to separate sentences and their parts. Appropriate punctuation will make your meaning clear and less likely to be misinterpreted. This course covers the standard rules and guidelines for using punctuation marks, including the correct use of periods, question marks, and exclamation points. It also covers how to correctly use commas, one of the most common punctuation marks. The course includes rules for using different connecting and separating marks, such as colons, semicolons, dashes, and hyphens. In addition, it shows how to properly use apostrophes, parentheses, brackets, and quotation marks.

ID

acm\_04\_a04\_bs\_enus

Expected Duration (Minutes)

30

Prerequisites

None

## TARGET AUDIENCE

Anyone who wants to refresh or refine their basic business grammar skills for any kind of business writing, from e-mail and memos to reports and presentations

## OBJECTIVES

### Punctuating Your Writing

- recognize examples of correctly applied rules for using end punctuation
- recognize how to use commas correctly
- recognize how to use semicolons and colons correctly
- identify the correct use of apostrophes in given examples
- recognize how to use quotation marks appropriately in written communications
- identify the correct application of rules for using parentheses and brackets
- use punctuation marks correctly

# Creating Well-constructed Sentences

## DESCRIPTION

Syntax is the grammatical term for arranging words to create logical phrases, clauses, and sentences. Well-constructed sentences express an idea by using the parts of speech in a logical and clear order. A misplaced modifier might get a chuckle out of the reader, but it doesn't help your reputation or that of your company. In this course, you'll review basic sentence construction, including how to develop sentences that are logical, clear, and powerful – the basis of any sound business document. The course examines the parts of a sentence – the subject and predicate, for example – and distinguishes between phrases and clauses. It shows the importance of subject-verb agreement, as well as agreement between pronouns and their antecedents. You'll also find out how to identify and fix some of the most common types of sentence errors.

## TARGET AUDIENCE

Anyone who wants to refresh or refine their basic business grammar skills for any kind of business writing, from e-mail and memos to reports and presentations

## OBJECTIVES

### Building Strong Sentences

- recognize the parts of a sentence
- identify phrases and clauses in given sentences
- recognize sentences that have the correct subject-verb agreement
- identify examples of pronouns and antecedents that agree in person, number, and gender
- identify ways to fix sentence fragments
- recognize how to fix comma splices and run-on sentences
- identify the sentences with misplaced or dangling modifiers
- use sentence elements correctly to build grammatically correct sentences

ID

acm\_04\_a05\_bs\_enus

Expected Duration (Minutes)

36

Prerequisites

None

# Troublesome Words and Phrases: Common Usage Mistakes in Writing

## DESCRIPTION

The many nuances and conventions in the English language make it diverse and interesting but sometimes difficult too. It's a good idea to familiarize yourself with some of the most common errors of usage. This course describes how to use commonly confused words correctly, including word pairs that sound alike and those that have related meanings. It also covers verbs that are often misused – for example, affect and effect or apprise and appraise. In addition, the course reviews some idiomatic combinations of verbs and prepositions that can be confusing.

## TARGET AUDIENCE

Anyone who wants to refresh or refine their basic business grammar skills for any kind of business writing, from e-mail and memos to reports and presentations

## OBJECTIVES

### Avoiding Common Usage Errors

- identify the correct use of words from similar sounding word pairs
- recognize the correct way to use words with similar but not identical meanings
- recognize the correct usage of commonly misused verbs
- identify the correct way to use commonly misused terms
- recognize the appropriate preposition to use in given examples
- identify the correct way to use words in given examples

ID

acm\_04\_a06\_bs\_enus

Expected Duration (Minutes)

29

Prerequisites

None

# Planning an Effective Presentation

## DESCRIPTION

Concern about the impact of a presentation can inspire presenters to raise their game, enabling them to get the desired results. A presentation can be immeasurably improved if the presenter devotes sufficient time and attention to planning. In this course, you'll learn how to define and understand your audience's characteristics, knowledge, needs, and responses. You'll also learn how to organize your presentation's timing, purpose, key points, and approach. Finally, you'll learn about different presentation methods and when they're most effectively used.

ID

acm\_05\_a01\_bs\_enus

Expected Duration (Minutes)

29

Prerequisites

N/A

## TARGET AUDIENCE

Individuals who want to improve their presentation skills

## OBJECTIVES

### Presentation Planning

- recognize strategies for defining audience characteristics and knowledge
- identify examples of guidelines for anticipating audience needs and responses
- recall guidelines for ensuring a presentation's timing and purpose are appropriate for the content
- list strategies for identifying supporting facts and key points when planning a presentation
- recognize presentation approaches in action
- choose the appropriate presentation method in a given scenario
- identify which hands-on presentation method is appropriate in a given scenario
- recognize key considerations and strategies for planning an effective presentation

# Building Your Presentation

## DESCRIPTION

For a presentation to be effective, it needs to have a sound structure. To ensure that your presentation has this structure, you should transform your ideas about its purpose, audience, and key points into notes and aids that will guide you. In this course, you'll learn how to write the key parts of a presentation so they're memorable and effective. You'll also learn how to select and use presentation and visual aids. Finally, you'll learn how to rehearse your presentation – a key step in building confidence for the real thing.

## TARGET AUDIENCE

Individuals who want to improve their presentation skills.

## OBJECTIVES

### Crafting a Presentation

- recognize the essential elements of a presentation's opening section
- recall strategies for writing an effective middle section for a presentation
- identify the characteristics of an effectively written closing section
- select the appropriate presentation aid to use in a given situation
- recall guidelines for ensuring visual aids are clear for audience members
- specify strategies for ensuring the quality of a visual aid
- describe how to effectively rehearse a presentation
- recognize how to build and rehearse an effective presentation

ID

acm\_05\_a02\_bs\_enus

Expected Duration (Minutes)

30

Prerequisites

None

# Ensuring Successful Presentation Delivery

## DESCRIPTION

Presentation excellence can be achieved when the standard of your delivery matches the quality of your content. Having diligently prepared for your presentation, you need to make sure that your delivery is engaging, enthusiastic, composed, and confident. In this course, you'll learn how to set up the right environment for your presentation. You'll also learn techniques for managing stage fright and using your voice and body language to deliver your message clearly and effectively. Finally, you'll learn about how to deal with audience questions in a Q&A session and the impact this has on your credibility.

## TARGET AUDIENCE

Individuals who want to improve their presentation skills.

## OBJECTIVES

### Presentation Delivery

- select the appropriate room setup for a given presentation
- recall technical considerations for preparing audiovisual equipment for a presentation
- describe how to deal with stage fright
- recall the verbal skills that impact presentation delivery style
- list the nonverbal skills that contribute to delivery style
- recall guidelines for inviting and reacting to audience questions in a question-and-answer session
- identify strategies for answering audience questions in a question-and-answer session
- recognize how to set up and deliver an effective presentation

ID

acm\_05\_a03\_bs\_enus

Expected Duration (Minutes)

31

Prerequisites

None

# Improving Your Technical Writing Skills

## DESCRIPTION

Technical writing is a skill. It involves producing technical documents that are suited to the requirements, comprehension level, and background of its readers. In this course, you'll learn how to avoid common writing pitfalls, and how to structure your writing effectively. You'll find out how to tailor your writing to the specific requirements of different types of technical material – so that whether you want to persuade or to instruct, you'll be able to achieve your writing goals.

## TARGET AUDIENCE

Technical professionals wishing to improve their writing skills, including IT personnel such as programmers and systems engineers as well as technical engineering and scientific professionals.

## OBJECTIVES

### Effective Technical Writing

- identify common writer errors
- sequence the steps in planning a piece of writing
- recognize guidelines for writing instructions
- recognize guidelines for writing training material
- recognize guidelines for writing reference materials
- recognize guidelines for writing persuasively

ID

acm\_06\_a01\_it\_enus

Expected Duration (Minutes)

22

Prerequisites

None



# The Art and Science of Communication

## DESCRIPTION

There is a science behind communication, including how we react neuro-physiologically to others – their actions, words, tone, and body language. You can develop skills in connecting with others so that your communication intention is clear and understood. There's also an art to communication, allowing your authentic self to shine through and allowing the exchange with another person to unfold naturally. Interpersonal communication is complicated: there's more than just one conversation happening. There is what you're thinking and saying as well as what your audience is thinking and saying. This course will teach you the art and science of communication by discussing how to connect with your audience and how to enhance and strengthen that connection as you communicate.

## TARGET AUDIENCE

Individuals who want to improve their interpersonal communication skills.

## OBJECTIVES

### The Art and Science of Communication

- identify situations that benefit from sharing communication responsibility
- recognize behaviors that promote making connections with people
- identify ways to show interest when communicating with others
- categorize questions that help to strengthen a communication connection
- identify the basic principles of assertive communication
- recognize ways of connecting with your audience

ID

acm\_07\_a01\_bs\_enus

Expected Duration (Minutes)

21

Prerequisites

None

# Making an Impact with Non-verbal Communication

## DESCRIPTION

To our earliest ancestors, non-verbal communication was communication! The primitive parts of our brains are still wired to respond automatically when we're afraid, threatened, disgusted, surprised, or happy. But we've come a long way in our development and understanding of our brain's ability to respond and communicate in valuable, non-verbal ways. In this course, you will find out how our attitude, posture, gestures, facial expressions, and tone have great impact on our communication.

## TARGET AUDIENCE

Individuals who want to improve their interpersonal communication skills.

## OBJECTIVES

### Non-verbal Communication

- identify techniques to ensure you are projecting a positive attitude
- match non-verbal behaviors with likely first impressions
- match facial expressions to likely interpretations
- recognize how the way you stand, sit, or move conveys messages
- identify ways to use tone of voice to enhance a conversation
- recognize the meaning of non-verbal message clusters when communicating with others
- recognize how to interpret non-verbal behavior

ID

acm\_07\_a02\_bs\_enus

Expected Duration (Minutes)

23

Prerequisites

None

# Trust Building through Effective Communication

## DESCRIPTION

Communication is most effective when you build and maintain the trust of the people you communicate with. In this course, you'll explore how a clear intention is the basis of an effective communication, and how understanding your audience ensures that the message gets delivered. You'll also learn how body language, vocal tone, and managing emotions can influence your communications and build trust with your audience.

## TARGET AUDIENCE

Individuals who want to improve their interpersonal communication skills.

## OBJECTIVES

### Building Trust When Communicating

- determine the primary intent of a communication
- communicate appropriately based on what you know about your audience
- identify how to tailor your communication based on your relationship history with your audience
- recognize the effects that body language and tone of voice have on building trust in interpersonal communications
- manage your own feelings in emotionally-charged communications
- adapt your communication to the emotions of your audience
- build trust in your communications by focusing on your intention, audience, body language, tone, and emotions

ID

acm\_07\_a03\_bs\_enus

Expected Duration (Minutes)

25

Prerequisites

None

# Choosing the Right Interpersonal Communication Method to Make Your Point

## DESCRIPTION

Today there are more communication methods than ever before. Choosing the right method for the situation can have a huge impact on how your method is received. The further you stray from communication methods that are rich in personal attributes, the more likely it will result in a one-way communication. In this course, you'll learn how to select the best communication methods to convey your intention and target your audience. By doing so, you improve the odds of getting your message across and leaving your audience feeling informed, enlightened, and engaged.

## TARGET AUDIENCE

Individuals who want to improve their interpersonal communication skills.

## OBJECTIVES

### Choosing the Right Method

- choose interpersonal communication methods that are most appropriate based on your intention
- recognize how audience characteristics inform your decision on which method to use for your interpersonal communications
- recognize the appropriate audience for receiving an e-mail
- identify the best way to format and write your e-mails
- recognize ways to connect with your audience during face-to-face interpersonal communications
- determine how to start off on a positive note when delivering feedback to a coworker
- recognize how to deliver feedback while keeping emotions in check
- choose effective, efficient communication methods that properly convey intent

ID

acm\_07\_a04\_bs\_enus

Expected Duration (Minutes)

30

Prerequisites

None

# Become a Great Listener

## DESCRIPTION

When communicating, the response from the communication recipient is as important as the message that's given. When you're on the receiving end of a communication, you have the responsibility to be receptive and understand what was intended. This requires two essential skills: listening and questioning. In this course, you'll work on sharpening those skills, as well as getting yourself in the right receptive mind-set for communicating.

## TARGET AUDIENCE

Individuals who want to improve their interpersonal communication skills.

## OBJECTIVES

### Become a Great Listener

- recognize how adopting a receptive mindset can improve your interpersonal communications
- recognize behaviors that indicate receptivity to a communication
- recognize the traits of different types of listeners
- recognize examples of effective listening skills being applied in interpersonal communications
- recognize examples of effective questions that are used to clarify messages or get more information
- be receptive to communications by being a good listener

ID

acm\_07\_a05\_bs\_enus

Expected Duration (Minutes)

24

Prerequisites

None

# Do We Have a Failure to Communicate?

## DESCRIPTION

Communicating effectively can be challenging when the message is difficult. Because these challenges typically involve emotions such as hurt, anger, or confusion, it's not uncommon for people to avoid one another or shut down, preventing what could be a productive exchange at many levels. In this course, you'll examine some common communication challenges and how you can successfully navigate them. By showing patience, perseverance, and accountability, you can get communication back on track and reach mutual understanding and agreement.

## TARGET AUDIENCE

Individuals who want to improve their interpersonal communication skills.

## OBJECTIVES

### Do We Have a Failure to Communicate?

- identify the signs of a miscommunication
- recognize how to resolve a miscommunication that has occurred
- recognize how to be prepared to deliver bad news
- recognize how to effectively communicate messages that are likely to be difficult for your audience to hear
- recognize techniques for fixing or improving communications that have broken off
- work through challenging interpersonal communications

ID

acm\_07\_a06\_bs\_enus

Expected Duration (Minutes)

26

Prerequisites

None

# The Many Approaches to Facing Workplace Conflict

## DESCRIPTION

When facing conflict at work, you need to adapt to the situation. In this course, you'll learn about conflict styles, when to use them, and when to adapt your style. You'll also learn how to handle conflict with difficult individuals.

## TARGET AUDIENCE

Any individual who wants to develop or refresh their skills at recognizing and responding to workplace conflict

## OBJECTIVES

### Using Conflict Styles

- recognize the role of workplace conflict
- recognize conflict styles used most often in the workplace
- adapt your style as needed in response to other conflict styles you encounter
- choose the most appropriate conflict style for a particular situation
- recall guidelines for getting into the right mind-set for dealing with difficult conflict partners
- follow guidelines for dealing with a difficult person in a conflict situation
- use conflict styles effectively
- reflect on what you've learned

ID

acm\_11\_a01\_bs\_enus

Expected Duration (Minutes)

30

Prerequisites

None

# Facing and Resolving Conflict in the Workplace

## DESCRIPTION

Workplace conflict won't go away on its own; you need a plan to address it. In this course, you'll learn about sources and signs of conflict, a process for resolving it, and ways to get the process back on track if difficulties arise.

## TARGET AUDIENCE

Any individual who wants to develop or refresh their skills at recognizing and responding to workplace conflict

## OBJECTIVES

### Conflict is a Workplace Reality

- recognize organizational and interpersonal sources of conflict
- take preventative action when there are obvious signs of potential unhealthy conflict
- judge when it's appropriate to report a conflict because it has escalated into off-limits behavior
- recognize appropriate questions to ask when confronted with what seems like a conflict situation
- sequence actions to take in order to follow the conflict resolution process appropriately
- recognize techniques to use to bring difficult conflict discussions back on track
- recognize causes of workplace conflict and strategies for resolving it
- reflect on what you've learned

ID

acm\_11\_a02\_bs\_enus

Expected Duration (Minutes)

30

Prerequisites

None



# The First Steps in Negotiating

## DESCRIPTION

When negotiating, it's important not to get too caught up in taking a side. In this course, you'll learn to focus on the issue at hand, communicate effectively, use common best practices, and overcome challenges.

## TARGET AUDIENCE

Individuals who want to develop their negotiation skills

## OBJECTIVES

### Becoming an Effective Negotiator

- identify approaches that help you prepare for a successful negotiation
- recognize the impact of various communication practices on a negotiation
- recognize recommended practices for negotiating
- identify approaches that are not effective when negotiating
- identify how to respond effectively to tricks or challenges from the other party
- use methods to negotiate effectively

ID

acm\_12\_a01\_bs\_enus

Expected Duration (Minutes)

24

Prerequisites

None

# Negotiating the Best Solution

## DESCRIPTION

Reaching an agreement is the goal of a negotiation. This course will help you build critical components of a good negotiating relationship, think creatively about solutions, and facilitate agreements.

## TARGET AUDIENCE

Individuals who want to develop their negotiation skills

## OBJECTIVES

### Negotiating the Best Deal Possible

- recognize examples of ways to increase the level of trust your negotiating counterpart has in you
- identify your counterpart's negotiating personality
- recognize strategic approaches to emotions and interests in an negotiation
- identify tactics for facilitating agreement by offering and modifying options
- recognize strategies for gaining agreement despite a counterpart's resistance
- take appropriate action to close a deal
- use strategies to identify who you're negotiating with and reach an effective agreement

ID

acm\_12\_a02\_bs\_enus

Expected Duration (Minutes)

29

Prerequisites

None

# Navigating Your Own Emotions

## DESCRIPTION

No one else is responsible for our emotions; we own them, and we must know how to handle them. In this course, you'll learn about the science of emotion and techniques for becoming emotionally self-aware and managing your emotions.

## TARGET AUDIENCE

Anyone who wants to advance their aptitude for emotional intelligence

## OBJECTIVES

### Owning Your Emotions

- identify examples of emotions, feelings, and moods
- recognize actions and characteristics associated with emotional self-awareness
- identify behaviors that can be practiced to cultivate emotional self-awareness
- recognize the chain of events leading to an emotional response
- recognize examples of properly applied self-management techniques
- identify appropriate self-management techniques to use in an emotionally charged situation
- use self-awareness and self-management strategies to deal with emotional responses

ID

acm\_13\_a01\_bs\_enus

Expected Duration (Minutes)

29

Prerequisites

None

# Navigating Other People's Emotions

## DESCRIPTION

Organizational and interpersonal dynamics will continually challenge your emotional intelligence. In this course, you'll learn how to recognize emotional awareness in, listen to, and empathize with others by using emotional intelligence.

## TARGET AUDIENCE

Anyone who wants to advance their aptitude for emotional intelligence

## OBJECTIVES

### The Relational Side of EI

- identify work activities that rely on emotional awareness
- identify the characteristics of emotional awareness in others
- recognize emotionally intelligent strategies for making contact with and observing a speaker
- identify the use of emotionally intelligent skills of acknowledging and affirming
- respond to another person with empathy
- use emotional intelligence to become aware of the emotions of others

ID

acm\_13\_a02\_bs\_enus

Expected Duration (Minutes)

25

Prerequisites

None

# Navigating the Workplace with Emotional Intelligence

## DESCRIPTION

Emotional intelligence in the workplace is everyone's responsibility. In this course, you'll learn about the role of emotional intelligence in workplace activities, conflict and stress management, influence and engagement, and teamwork.

## TARGET AUDIENCE

Anyone who wants to advance their aptitude for emotional intelligence

## OBJECTIVES

### Emotional Intelligence at Work

- recognize uses for emotional intelligence in the workplace
- manage conflict using emotional intelligence
- recognize how to manage stress using emotional intelligence
- recognize traits of an emotionally intelligent influencer
- use emotional intelligence to increase team effectiveness
- recognize how to participate in and lead emotionally intelligent teams

ID

acm\_13\_a03\_bs\_enus

Expected Duration (Minutes)

26

Prerequisites

None

# Listening Even When it's Difficult to Listen

## DESCRIPTION

Successful people are generally trained, excellent listeners. In this course, you'll learn common misconceptions about listening, how to hone your listening skills, and what to do when you encounter roadblocks to listening.

## TARGET AUDIENCE

Individuals who want to develop or improve their skills for listening effectively within the workplace

## OBJECTIVES

### Listening Well in the Face of Challenges

- identify common misconceptions about listening
- recognize how to use tools to be an effective listener
- identify how to remove distractions that interfere with effective listening
- classify the types of thoughts and emotions that can jeopardize effective listening
- recognize how to avoid conversation-killing statements that listeners say
- identify techniques for listening effectively despite boredom
- use techniques to listen effectively and overcome roadblocks to effective listening
- reflect on what you've learned

ID

acm\_14\_a01\_bs\_enus

Expected Duration (Minutes)

32

Prerequisites

None

# Using Active Listening in Workplace Situations

## DESCRIPTION

Active listening skills are used by professionals in a wide range of occupations to enhance their work. In this course, you'll learn listening skills that can help in the workplace, and techniques for becoming an effective active listener.

## TARGET AUDIENCE

Individuals who want to develop or improve their skills for listening effectively within the workplace

## OBJECTIVES

### Active Listening in the Workplace

- recognize skills that demonstrate attentive listening
- identify skills that draw out thoughts and emotions
- determine if the skills for ensuring accuracy in listening were appropriately applied in a scenario
- use methods for engaging evasive speakers
- identify best practices for handling emotion
- apply active listening best practices to sales and negotiations in a scenario
- use techniques to actively listen in any situation, even challenging ones
- reflect on what you've learned

ID

acm\_14\_a02\_bs\_enus

Expected Duration (Minutes)

34

Prerequisites

None

# Polishing Your Feedback Skills

## DESCRIPTION

Giving feedback is vital in the workplace. This course covers when and how to give feedback positively, how to handle bad reactions and your own nervousness, and how to give feedback to people at different organizational levels.

ID

acm\_15\_a01\_bs\_enus

Expected Duration (Minutes)

34

Prerequisites

None

## TARGET AUDIENCE

Anyone who wants to develop or refine their skills for providing and receiving feedback

## OBJECTIVES

### Effectively Delivering Feedback

- identify how to correctly prepare to give feedback
- recognize when it's appropriate to give feedback
- identify the best practices for giving feedback in a positive way
- recognize how to manage negative reactions to feedback
- recognize guidelines for providing appropriate feedback at different levels of the organization
- identify best practices for dealing with nervousness about giving feedback
- use techniques to deliver feedback at the best time and in the best way
- reflect on what you've learned



# Gaining a Positive Perspective on Feedback

## DESCRIPTION

Though valuable, feedback can be hard to accept. This course covers the value of feedback and how it differs from praise. You'll also learn how to manage your reactions and response to feedback, and how to use it for professional growth.

## TARGET AUDIENCE

Anyone who wants to develop or refine their skills for providing and receiving feedback

## OBJECTIVES

### The Opportunity in Feedback

- recognize the value of constructive feedback
- recognize the differences between constructive feedback, praise, and criticism
- identify how to manage your negative reactions to receiving feedback
- recognize how to respond appropriately to feedback
- identify ways of using feedback for professional development
- use techniques to reap the benefits of feedback
- reflect on what you've learned

ID

acm\_15\_a02\_bs\_enus

Expected Duration (Minutes)

30

Prerequisites

None

# Acting with Diplomacy and Tact

## DESCRIPTION

People who communicate with diplomacy and tact are able to inspire confidence. In this course, you'll learn about developing diplomacy and tact, avoiding meltdowns and apologizing, developing empathy, and removing personal biases.

## TARGET AUDIENCE

Individuals who want to improve their ability to communicate in a more diplomatic and tactful manner

## OBJECTIVES

### Diplomacy and Tact for Every Day

- identify examples of the skills of diplomacy and tact
- identify examples of the methods for developing situational awareness
- apply the communication skills for avoiding a meltdown in a scenario
- identify examples of appropriate apologies
- identify the best strategies for engaging with others instead of focusing on yourself
- identify and overcome potential personally held biases
- recognize how to demonstrate and engage others with diplomacy and tact
- reflect on what you've learned

ID

acm\_16\_a01\_bs\_enus

Expected Duration (Minutes)

36

Prerequisites

None

# Navigating Challenging Situations with Diplomacy and Tact

## DESCRIPTION

You'll likely face unpleasant situations or tasks at some point in your career. In this course, you'll learn to navigate difficult work relationships, write diplomatic and tactful e-mails, and handle angry and manipulative coworkers.

## TARGET AUDIENCE

Individuals who want to improve their ability to communicate in a more diplomatic and tactful manner

## OBJECTIVES

### Navigating Stormy Waters

- identify strategies for working with a disliked or difficult coworker
- identify techniques for composing a difficult e-mail with tact and diplomacy
- identify examples of strategies for dealing with angry individuals
- apply strategies for dealing with a manipulative individual
- identify strategies for correcting a boss or client
- use diplomacy and tact in a difficult situation
- reflect on what you've learned

ID

acm\_16\_a02\_bs\_enus

Expected Duration (Minutes)

30

Prerequisites

None

# Interacting with Customers

## DESCRIPTION

Failing to realize the importance of customer service and effective communication can lead to increasingly dissatisfied customers. This course provides valuable advice on how to improve your interactions with customers, including how to overcome barriers to communication as well as how to speak effectively, use vocal cues, and listen actively and use paraphrasing to convey your understanding of the customer's needs.

## TARGET AUDIENCE

Individuals who want to develop or refresh their customer service skills.

## OBJECTIVES

### Speaking and Listening to Customers

- classify examples of communication as formal or informal
- identify methods to overcome barriers to effective communication
- recognize the skills required for effective speaking
- match positive and negative vocal cues with examples
- identify the factors that contribute to effective listening
- match the mirroring behaviors involved in active listening to their characteristics
- identify the benefits of using paraphrasing techniques
- use verbal communication skills effectively in a customer support environment

ID

acs\_02\_a01\_bs\_enus

Expected Duration (Minutes)

30

Prerequisites

None

# Facing Confrontation in Customer Service

## DESCRIPTION

One of the most challenging and potentially uncomfortable responsibilities of a customer service person is dealing with angry customers. By following a few simple techniques, you can usually defuse tense situations without incident. In this course, you'll learn about typical trouble spots in dealing with angry customers and guidelines for avoiding or overcoming them. You'll also learn how to handle a customer complaint by defusing the tension, investigating the problem, and coming to an agreement on a solution.

ID

acs\_03\_a05\_bs\_enus

Expected Duration (Minutes)

27

Prerequisites

None

## TARGET AUDIENCE

Anyone who wants to develop or refresh their customer service skills.

## OBJECTIVES

### Customer Service Confrontation and Conflict

- recognize examples of guidelines for taking responsibility for customer complaints
- match boundary-related customer service mistakes to strategies for preventing them
- match types of customer service rudeness to strategies for avoiding them
- recognize guidelines for defusing a customer's frustration
- identify strategies for investigating customer complaints
- recall guidelines for coming to a problem-resolving agreement with a customer
- recognize strategies for properly addressing and handling customer complaints

# Designing a Customer Service Strategy

## DESCRIPTION

There are several defining moments, or moments of truth, that can make or break every service transaction. To successfully navigate these moments of truth, it's important for service organizations to add value to a customer's experience by creating and implementing strong, clearly defined service standards. In this course, you'll learn about techniques used to shape the direction of customer service in an organization, including mapping, researching, taking action on, and evaluating moments of truth. You'll also learn how to develop and implement customer service standards and strategies.

## TARGET AUDIENCE

Anyone who wants to develop or refresh their customer service skills.

## OBJECTIVES

### Improving Your Customers' Experience

- recall the importance of managing moments of truth
- recognize how to map and research moments of truth to improve the customer experience
- identify examples of guidelines for taking action on and evaluating moments of truth
- recognize examples of effective customer service standards
- identify examples of steps in the customer service standard development process
- recall the process for staying tuned into customers' needs
- recognize techniques for developing a customer service strategy that improves your customers' experience

ID

acs\_03\_a06\_bs\_enus

Expected Duration (Minutes)

28

Prerequisites

None

# Communicating Vision to Your Employees

## DESCRIPTION

Leaders should strive to communicate vision with a sense of integrity, building trust as individuals and as leaders. This course provides a general introduction to vision communication, including its nature and its purpose. You will be guided through numerous techniques and methods for a leader to successfully communicate vision, such as personalizing and multiplying a clear message, communicating enthusiasm in an authentic way, and making the organization's vision the employees' own vision.

ID

ald\_01\_a02\_bs\_enus

Expected Duration (Minutes)

24

Prerequisites

None

## TARGET AUDIENCE

Supervisors, managers, directors, and individuals who want to develop their leadership skills

## OBJECTIVES

### Communicating Vision

- identify key concepts of vision statements
- recognize characteristics of effective vision communication
- identify approaches to communication that are likely to be important to employees
- identify techniques in creating a message to communicate vision
- recognize methods to effectively present a vision message
- use techniques to communicate vision effectively

# Leading through Positive Influence

## DESCRIPTION

An effective leader recognizes that organizational politics can provide positive ways to influence others in order to accomplish goals. In this course, you will be guided through numerous methods and strategies for effectively influencing a team to accept your ideas. You'll be introduced to the importance of political awareness and the essential skills involved in using positive politics and avoiding negative politics when persuading others. You'll also have an opportunity to practice methods for influencing effectively and ethically.

ID

ald\_01\_a03\_bs\_enus

Expected Duration (Minutes)

29

Prerequisites

None

## TARGET AUDIENCE

Supervisors, managers, directors, and individuals who want to develop their leadership skills

## OBJECTIVES

### Personal and Political Influence

- recognize key concepts related to the use of influence
- identify techniques for influencing people
- recognize examples of positive politics
- identify examples of negative politics
- recognize actions that use positive politics to create strong relationships
- identify examples of how to use positive politics to promote unifying goals
- use methods to positively influence employees



# Leveraging Emotional Intelligence

## DESCRIPTION

Leaders with a strong mixture of emotional awareness, self-management, and social skills navigate relationships more effectively and are more likely to be successful in their personal and professional lives. This course provides you with an understanding of why emotional intelligence abilities are important to you as a leader. It also provides you with practical, positive techniques for promoting and improving emotional intelligence as a leader within your business environment.

## TARGET AUDIENCE

Supervisors, managers, directors, and individuals who want to develop their leadership skills

## OBJECTIVES

### Improving Your Emotional Intelligence

- recognize why emotional intelligence is important in the workplace
- identify examples of the domains associated with emotional intelligence
- recognize examples of techniques for developing self-perception
- match ways of enhancing social perception to examples
- identify techniques you can use to help control your emotions
- recognize techniques that demonstrate emotional intelligence in facilitating
- recognize how to use emotional intelligence effectively in your workplace

ID

ald\_01\_a04\_bs\_enus

Expected Duration (Minutes)

28

Prerequisites

None

# Key Elements of Business Execution

## DESCRIPTION

Business execution is the ‘how’ of getting things done. As a leader, you must be skilled in driving strategy in the right direction through business execution. In this course, you’ll learn about techniques for fostering a business execution culture. You’ll also learn about characteristics of business execution cultures. Finally, you’ll learn about the three main elements of business execution: planning, people, and practice.

## TARGET AUDIENCE

Supervisors, managers, directors, and individuals wanting to develop their leadership skills.

## OBJECTIVES

### Leading Business Execution

- recognize strategies for fostering business execution through actions
- match business execution culture characteristics to the corresponding types of culture
- identify the three main elements of business execution
- identify questions to ask when evaluating a business plan
- recognize techniques for empowering people in business execution processes
- identify leadership approaches in the practice element of business execution
- recognize examples of appropriate follow-up techniques for business leaders
- recognize the key elements and characteristics of a business execution culture

ID

ald\_02\_a01\_bs\_enus

Expected Duration (Minutes)

30

Prerequisites

None

# Building Innovation Cultures and Leaders

## DESCRIPTION

Innovation is a critical component of just about every organization. Building and supporting an innovative culture is a responsibility for leaders and employees across organizational hierarchies. In this course, you'll learn about business innovation cultures and types of innovation leadership. You'll also learn about the importance of committing to aspects of innovation, including experimentation, risk management, and project execution. Finally, you'll learn how to attract and nurture innovation in your organization.

## TARGET AUDIENCE

Supervisors, managers, directors, and individuals wanting to develop their leadership skills

## OBJECTIVES

### Fostering an Innovation Culture

- match innovation models to their descriptions
- recall characteristics of committed and passionate innovation cultures and leaders
- identify characteristics of how business cultures and leaders can support innovation through experimentation
- describe ways to manage risk in an innovation culture
- specify ways of ensuring quick project implementation in an innovation culture
- recognize actions that are likely to nurture innovators
- identify examples of how to commit to innovation
- recognize characteristics of an innovation culture and innovation leader

ID

ald\_02\_a02\_bs\_enus

Expected Duration (Minutes)

30

Prerequisites

None

# Leading Your Team through Change

## DESCRIPTION

Change is not an event; it is a process. It's important to recognize that your role is to support individuals through the transition and remove obstacles that can hinder a smooth transition from one process to another. In this course, you'll learn about types of resistance and obstacles to change and how to overcome them. You'll also learn about how to overcome barriers to introducing change at your organization. Finally, you'll learn effective approaches for communicating change.

## TARGET AUDIENCE

Supervisors, managers, directors, and individuals wanting to develop their leadership skills

## OBJECTIVES

### Leading a Significant Change

- match sources of employee resistance to change to examples
- match types of change resistance to actions for dealing with them
- recognize various change obstacles in an organization
- identify tactics for overcoming obstacles to change
- match information-based roots of inertia with examples of how to overcome them
- identify examples of ways to overcome action-related employee inertia
- recognize appropriate ways to communicate change
- recognize tactics for effectively leading change in your organization

ID

ald\_02\_a03\_bs\_enus

Expected Duration (Minutes)

30

Prerequisites

None

# Building a Leadership Development Plan

## DESCRIPTION

Creating your own leadership development plan is a significant part of any successful and valuable leadership development strategy. This plan will help ensure you remain focused on what is required to continually grow and develop as a leader. In this course, you'll learn about how to assess yourself as a leader, establish a vision for the future, and identify obstacles to that vision. You'll also learn about practical approaches for setting objectives, identifying appropriate actions, and sustaining your leadership development plan. Finally, you'll learn how to evaluate your plan.

ID

ald\_02\_a04\_bs\_enus

Expected Duration (Minutes)

30

Prerequisites

None

## TARGET AUDIENCE

Supervisors, managers, directors, and individuals wanting to develop their leadership skills

## OBJECTIVES

### Personal Leadership Development Planning

- identify the key results of a leader's self-assessment process
- recognize strategies for formulating your leadership vision
- identify strategies for approaching potential obstacles to your leadership vision
- recognize characteristics of appropriate goals and objectives for a leadership development plan
- recall common development actions used to meet objectives
- recognize strategies designed to help sustain leadership development
- identify key characteristics of an effective leadership development plan
- recognize key considerations and strategies for crafting a leadership development plan

# Aligning Unit Goals and Imperatives

## DESCRIPTION

Getting your priorities straight, no matter where you are in your organization, is about keeping a focus on your goals. It requires you to think about the bigger picture to ensure your department's work effectively supports the strategic objectives of your organization. In this course, you'll learn about the importance of setting strategic, tactical and operational goals. You'll also learn how to create effective unit goals and align them with company goals. Finally, you'll learn how to identify imperatives for action that keep you focused on meeting your objectives.

## TARGET AUDIENCE

Supervisors, managers, directors, and individuals wanting to develop their leadership skills

## OBJECTIVES

### Setting and Managing Priorities

- recognize the benefits of setting goals
- distinguish between different kinds of business goals
- recognize how to set effective goals for organizational units
- identify consequences of failing to align unit goals with company goals
- sequence the steps in cascading company-wide goals to unit-level goals
- recall the steps in determining business imperatives

ID

ald\_02\_a05\_bs\_enus

Expected Duration (Minutes)

22

Prerequisites

None

# Positive Atmosphere: Establishing an Engaged Workforce

## DESCRIPTION

An engaged workforce creates a positive work environment that boosts productivity, encourages creativity, and helps you retain talented employees. This in turn will make your organization more profitable and innovative. In this course, you'll learn about the benefits of an engaged workforce. You'll be able to recognize common qualities of engaged employees, understand what drives employee motivation, and recognize commitment challenges. You'll also learn how employee engagement links to the bottom line by reducing turnover.

ID

ald\_03\_a01\_bs\_enus

Expected Duration (Minutes)

23

Prerequisites

None

## TARGET AUDIENCE

Managers and leaders wishing to create and maintain a positive work environment for their team, department or organization

## OBJECTIVES

### Establishing an Engaged Workforce

- identify key interpersonal characteristics of an engaged workforce
- recognize the advantages to an organization of an engaged workforce
- recognize the effects of low staff turnover
- identify elements of a strong work ethic
- recall key traits of engaged employees
- identify common challenges of engagement in the workplace
- recognize tactics for creating an engaged workforce

# Positive Atmosphere: Establishing a Positive Work Environment

## DESCRIPTION

A positive workplace is paramount to your organization's long-term success. As a manager, you play a key role in establishing and maintaining good morale in your work environment, and noticing when negativity takes the place of positivity. As a leader, you can foster a positive environment by communicating honestly, respecting and supporting others, and maintaining a good attitude. This course will introduce you to best practices for creating a positive work environment. You'll learn the benefits of establishing a positive environment, its characteristics, and concrete steps to create one. You'll also explore how to recognize the signs and impact of negativity, and how to take corrective action if necessary.

ID

ald\_03\_a02\_bs\_enus

Expected Duration (Minutes)

26

Prerequisites

None

## TARGET AUDIENCE

Managers and leaders wishing to create and maintain a positive work environment for their team, department or organization

## OBJECTIVES

### Creating a Positive Work Environment

- identify the characteristics of a positive workplace
- identify management techniques you can apply to create a positive work environment
- select techniques of interacting personally with employees to foster a positive work environment
- recognize the signs of a negative work environment
- identify the impacts of a negative work environment
- choose managerial behaviors that can improve a negative environment
- recognize tactics that create a positive workplace



# Positive Atmosphere: How Organizational Learning Drives Positive Change

ID

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## DESCRIPTION

If your organization develops a positive learning culture, it will not only weather difficult times better than most, but will flourish in an ultracompetitive global market. A positive learning culture motivates and energizes your employees to focus on your organization's strategic objectives. In creating a learning culture, you, as a leader, need to ensure that employees at all levels have a positive attitude toward learning. In this course, you will be introduced to organizational learning and its benefits to your organization. It examines the role of training, knowledge management, and technology in facilitating organizational learning, and stresses the pivotal role of the learning culture. By exploring the essential elements and indicators of a pro-learning culture, the course prepares you to assess your current workplace and determine how conducive it is to learning. Developing positive organizational learning will increase your competitiveness and create more satisfied, goal-oriented employees – which leads to a more profitable organization.

Expected Duration (Minutes)

25

Prerequisites

None

## TARGET AUDIENCE

Managers and leaders wishing to create and maintain a positive work environment for their team, department, or organization

## OBJECTIVES

### Learning That Drives Positive Change

- recognize the levels of organizational learning
- differentiate between training and learning in an organization
- list the activities involved in effective knowledge management
- identify aspects of holistic thinking and integrated learning opportunities
- identify examples that show capacity for change and focus on collaboration
- identify elements of personal commitment in a learning culture
- identify necessary factors to create a positive learning atmosphere

# Becoming an Inspirational Leader

## DESCRIPTION

People are inspired when they trust their leaders and are mobilized by common goals. When you strive for inspirational leadership, you demonstrate credibility and create a community with a shared vision. In this course, you'll learn about the characteristics people look for in an inspiring leader. You'll also learn about traits and behaviors that inspirational leaders exemplify. Finally, you'll learn about the role of clear, credible, and persuasive messages in inspirational leadership.

## TARGET AUDIENCE

Managers, team leaders, or professionals who want to increase their understanding of developing the leadership attributes of self-assessment, motivation, messaging, effective communication, and inspiration.

## OBJECTIVES

### What Makes an Inspiring Leader?

- match the characteristics of inspiring leadership to examples
- recognize leaders who inspire by enabling others and sharing their vision
- identify examples of leaders who challenge, encourage, and model
- recall how leaders can inspire others by showing integrity and credibility
- recognize how inspirational leaders show character and hope
- recognize examples of clear and credible leadership messages
- recall strategies for influencing and persuading an audience
- recognize how leaders can inspire their teams

ID

ald\_04\_a01\_bs\_enus

Expected Duration (Minutes)

30

Prerequisites

None

# Assessing Your Own Leadership Performance

## DESCRIPTION

Monitoring your own progress as you develop is a simple and effective way to ensure success in your role. Knowing how to self-assess your leadership skills and competencies is important if you want to chart your development and plan your future growth as a leader. In this course, you'll learn about techniques leaders can use to carry out a self-assessment, such as reflective journaling, surveys and checklists, and 360-degree feedback. You'll also learn ways to increase your motivation and manage your own learning by creating a leadership development plan.

## TARGET AUDIENCE

Managers, team leaders, or professionals who want to increase their understanding of developing the leadership attributes of self assessment, motivation, messaging, effective communication and inspiration.

## OBJECTIVES

### Self-assessment and Motivation

- list the steps in using reflective journaling for self-assessment
- recall the process for using surveys and checklists for self-assessment
- identify key concepts of self-assessment via 360-degree feedback
- recognize leading and listening techniques for self-motivation
- identify examples of self-motivation techniques related to challenging and empowering
- recall self-motivation techniques related to rewarding
- recall steps to take before writing a leadership development plan
- list steps for writing and implementing a leadership development plan

ID

ald\_04\_a02\_bs\_enus

Expected Duration (Minutes)

25

Prerequisites

None

# Gender and Leadership

## DESCRIPTION

While women are a very much a minority at the highest levels of leadership, more women hold leadership positions now than ever before in our history. The traits that are typically associated with leadership - assertiveness, trustworthiness, intelligence - are just as common in women as they are in men. What are the obstacles that women face on their path to leadership? This course will examine the issues facing women leaders and you'll learn about how to change your personal views to help overcome these issues, including why gender still matters. You'll also learn how to develop competence, confidence, and a personal brand.

ID

ald\_05\_a01\_bs\_enus

Expected Duration (Minutes)

21

Prerequisites

None

## TARGET AUDIENCE

Women who are managers and leaders, as well as any women looking toward a leadership role.

## OBJECTIVES

### Gender Matters

- recognize how to challenge the pervasive mindset about gender in the workplace
- recognize how to navigate gender-related differences in the workplace
- identify effective responses to double bind situations
- recognize what constitutes the kind of competency that builds confidence
- determine the key elements of a personal brand
- recognize components of leadership presence

# Choosing to Lead as a Woman

## DESCRIPTION

It's generally agreed that women and men equally share key leadership traits such as intelligence and capacity for innovation; however, women leaders are often viewed as more compassionate and better organized. In this course, you'll explore how to capitalize on your natural strengths to enhance your leadership skills, and communicate and network effectively.

## TARGET AUDIENCE

Women who are managers and leaders, as well as any women looking toward a leadership role.

## OBJECTIVES

### Choosing to Lead as a Woman

- identify key challenges that are unique to a female leadership role
- select effective ways to demonstrate leadership competence to others
- select behaviors that enhance effective leadership communication
- recognize how to develop professional networking practices
- identify behaviors that contribute to a balanced leadership approach

ID

ald\_05\_a02\_bs\_enus

Expected Duration (Minutes)

19

Prerequisites

None

# Career and Family Challenges for Women Leaders

## DESCRIPTION

Women face unique challenges in the workplace, including the difficulty in balancing work and family. Their experience in running both a family and a career also provides them with unique value and perspective. In this course, you'll learn how to conquer some of the challenges of career and family, including building a support system, overcoming the perfection mindset, and reframing your limiting beliefs.

## TARGET AUDIENCE

Women who are managers and leaders, as well as any women looking toward a leadership role.

## OBJECTIVES

### Career and Family Matters

- recognize the common mindsets that hold women back from career and family fulfillment
- identify the skills and attitudes that make it possible to meet the challenges presented by career and family matters
- select appropriate people to be part of your support system
- identify ways to avoid adopting a perfection mindset
- identify techniques to reframe limiting beliefs

ID

ald\_05\_a03\_bs\_enus

Expected Duration (Minutes)

19

Prerequisites

None

# Facing Virtual Team Challenges

## DESCRIPTION

Virtual teams can face the same difficulties as other teams, but also have unique challenges. In this course, you'll learn how to handle challenges facing your team, and how to evaluate your own style.

ID

ald\_06\_a02\_bs\_enus

Expected Duration (Minutes)

27

Prerequisites

None

## TARGET AUDIENCE

Managers who are leading teams made up of offsite employees or a combination of onsite and offsite employees

## OBJECTIVES

### Virtual Team Obstacles

- recall tactics for ensuring equal management of onsite and offsite team members
- list tactics for managing teamwork spread across multiple time zones
- identify strategies for ensuring respectful treatment of all members of a diverse team
- name approaches for avoiding and handling conflict among remote team members
- apply strategies for overcoming communication difficulties faced by a geographically diverse team
- recognize the importance of reflecting on your management approach
- recognize strategies for working around typical challenges facing remote or blended teams

# Reaching Customers Digitally

## DESCRIPTION

Every company knows there is no future without digital marketing. In this course, you'll learn about marketing communication strategies, the digital marketing funnel, digital marketing planning, and the role of social media in marketing.

ID

amk\_02\_a01\_bs\_enus

Expected Duration (Minutes)

27

Prerequisites

None

## TARGET AUDIENCE

Anyone who wants to participate in planning digital marketing initiatives for organizations of any size

## OBJECTIVES

### Using Digital Marketing to Get to Customers

- recognize types of marketing communication in action
- recall the importance of the zero moment of truth in digital marketing
- recognize the types of marketing channels and activities associated with each stage in the digital marketing funnel
- recall the steps in a digital marketing planning effort
- recall the benefits and concerns related to social media marketing
- recognize the value of various types of social media in a digital marketing strategy
- use digital marketing within your organization



# Helping Customers Find You

## DESCRIPTION

Search engine marketing (SEM) is the most powerful promotional tool available, eclipsing traditional advertising. In this course, you'll learn about paid and organic SEM tactics that can help bump your site to the top of search results.

## TARGET AUDIENCE

Anyone who wants to participate in planning digital marketing initiatives for organizations of any size

## OBJECTIVES

### Search Marketing

- recognize the urgency and relevance of search marketing for your business
- analyze elements of a web page for their impact on search engine optimization
- identify the SEO impact of the formatting, headline, and keyword elements of a web page
- recognize offsite SEO methods that enhance your SEO ranking
- recognize how to capitalize on search engine advertising strategies
- recognize SEO strategies and techniques

ID

amk\_02\_a02\_bs\_enus

Expected Duration (Minutes)

24

Prerequisites

None

# Managing Your Corporate Reputation Online

## DESCRIPTION

Anything potential customers can learn about your brand online should be the focus of your reputation management efforts. In this course, you'll learn about building and maintaining an online PR strategy and weathering social media storms.

## TARGET AUDIENCE

Anyone who wants to participate in planning digital marketing initiatives for organizations of any size

## OBJECTIVES

### Online Reputation Management

- recognize the four major trends of the digital revolution
- recognize how to intensify your connection with consumers
- recognize the scope and potential of online PR
- recognize how to generate traffic for your organization's blog
- recall uses of social communities in an online PR strategy
- respond appropriately to a media crisis
- use strategies for managing reputation through content marketing and online PR

ID

amk\_02\_a03\_bs\_enus

Expected Duration (Minutes)

28

Prerequisites

None

# Unleashing Personal and Team Creativity

## DESCRIPTION

Believe it or not, everyone has the potential to be creative. If you're struggling to express your creativity then something is getting in the way. The good news is that these barriers can be overcome. At work, it can be especially difficult for individuals to express themselves freely and interact in teams. But with the right approach and techniques, team leaders can provide a safe space that allows everyone to share and contribute their ideas. This course describes personal barriers to creativity and how to overcome them. It provides strategies for enhancing creativity in the workplace. In addition, it outlines key requirements for promoting creativity in a work environment. And it explores techniques for fostering creativity in teams, including brainstorming and role playing.

## TARGET AUDIENCE

Team leaders and any individuals at work who want to creatively develop viable business ideas

## OBJECTIVES

### Enhancing Creativity in the Workplace

- recognize the importance of various personal characteristics of creative people
- recognize solutions for overcoming personal barriers to creativity
- match techniques for enhancing creativity with examples of how to execute them
- recognize characteristics that foster team creativity in a work environment
- recognize actions performed during each of the five brainstorming steps
- recognize how role playing helps teams generate creative ideas

ID

apd\_02\_a01\_bs\_enus

Expected Duration (Minutes)

30

Prerequisites

None

# Verifying and Building on Creative Ideas

## DESCRIPTION

The initial stages of idea generation require an open approach uninhibited by rationale and critique. But sometimes to put those ideas into practice, you need to make sure they'll actually work. This involves checking whether they're grounded in reality and feasible from an organizational viewpoint. Some techniques that can help verify ideas are getting the opinions of key people and using simulations. Building on ideas continues the verifying process by making them more clear, relevant, and practical. This course covers a variety of techniques used to verify and build on creative ideas. It outlines when to use research and when to use simulations to check the workability of an idea. In addition, it discusses ways to build on ideas effectively.

## TARGET AUDIENCE

Team leaders and any individuals at work who want to creatively develop viable business ideas

## OBJECTIVES

### Verifying and Building on Creative Ideas

- match each stage of the creative process with the description of its purpose
- identify statements that describe the purpose and activities of the verifying stage of the creative process
- identify criteria for adopting the canvassing and simulation methods
- recognize the three steps you take when building on an idea
- identify criteria-based questions that can be used to evaluate the effectiveness of a suggestion made to build on an idea

ID

apd\_02\_a02\_bs\_enus

Expected Duration (Minutes)

23

Prerequisites

None

# Developing a Plan to Further Your Career

## DESCRIPTION

The whole notion of what a career is has changed. You are now responsible for making your own career choices, and it's not always clear which way offers the straightest path toward your goal. This course guides you through the process of taking inventory of your values, interests, skills, and needs. Then based on these findings, you can determine your strengths. This course also provides tips on how to deal with any weaknesses that are holding you back. You will also learn how to develop and implement your action plan to further your career.

ID

apd\_03\_a01\_bs\_enus

Expected Duration (Minutes)

28

Prerequisites

None

## TARGET AUDIENCE

Employees at all levels who want to advance their career

## OBJECTIVES

### Developing a Career Plan

- identify the types of questions you should ask to evaluate your current career situation
- identify how to pinpoint your strengths
- recognize ways to address your weaknesses
- identify the types of questions you should ask to develop a vision for your future career
- match the methods for correcting deficiencies in your career goals with examples
- identify the steps involved in setting a time line
- use techniques to develop a career plan

# Getting Your Career on the Right Track

## DESCRIPTION

Exploring your career options is an important part of staying on the right track. If you know where you want to go, you can take the steps to reach your goals. This course discusses the options available when you're trying to get your career on the right track. You'll discover how to make successful in-house job changes, as well as how to make lateral moves in the same company. You'll find out about approaches for creating and implementing an effective promotion plan, and learn the best ways to ask for assignments that will move your career forward. You'll also discover ways you can successfully move on to a different employer if you've exhausted all your options at your current place of work.

## TARGET AUDIENCE

Employees at all levels who want to advance their careers

## OBJECTIVES

### Exploring Your Career Options

- recognize strategies for identifying internal advancement and development opportunities
- identify considerations for making a lateral move within your organization
- sequence the steps for creating and implementing a promotion plan
- recognize the benefits of having a promotion plan
- identify examples of strategies for successfully asking for assignments that will advance your career
- recognize ways to successfully move on to a different employer
- use strategies to manage your career and keep it on the right track

ID

apd\_03\_a02\_bs\_enus

Expected Duration (Minutes)

29

Prerequisites

None

# Using Performance Appraisals to Advance Your Career

## DESCRIPTION

Employees often don't recognize the opportunities they can harness from their performance appraisals. In this course, you'll discover the value of learning how to manage the performance appraisal process on a year-round basis, and you'll be given tips for using formal and informal performance appraisals to your best advantage. This course also outlines how to implement the periodic appraisal strategy to move your career forward, and ways to recognize and use constructive criticism to improve your chances of success.

## TARGET AUDIENCE

Employees at all levels who want to advance their career

## OBJECTIVES

### Performance Appraisals

- identify the differences between periodic and annual appraisals
- match features to the relevant appraisal type – monthly or quarterly
- recognize the opportunities your annual performance appraisal presents
- identify how to prepare for a performance appraisal
- recognize the importance of being open to receiving constructive criticism
- recognize examples of effectively using constructive criticism to seek corrective action
- match the strategies for presenting your accomplishments at an appraisal to their attributes
- use strategies that help a performance appraisal advance your career

ID

apd\_03\_a03\_bs\_enus

Expected Duration (Minutes)

30

Prerequisites

None

# Cultivating Relationships with Your Peers

## DESCRIPTION

Developing and maintaining relationships with your peers at work can lead to success for both you as an individual, and for your organization. A supportive peer network can provide you with a wide variety of expertise and institutional knowledge, and enable you to leverage other people's networks. This course explores how you can identify the peers in your organization who are especially important in meeting your goals and how to develop and maintain solid, mutually beneficial relationships with these people.

## TARGET AUDIENCE

Individual contributors who want to develop effective relationships throughout their organization

## OBJECTIVES

### Cultivating Strategic Peer Relationships

- identify key benefits of being aware of your working environment
- classify the political styles of individuals in the workplace
- recognize the benefits of identifying key peers
- identify the characteristics of key peers
- choose examples of effective steps to build strategic peer relationships
- describe how to keep your peer relationships healthy

ID

apd\_04\_a01\_bs\_enus

Expected Duration (Minutes)

21

Prerequisites

None



# Building Your Professional Network

## DESCRIPTION

A key factor in advancing your career is using good communication skills to build strong professional relationships and maintain an effective business network of contacts. This course provides you with the essential communication skills required to establish a business network and includes strategies for building rapport with new contacts during networking opportunities. It also covers best practices for maintaining your network so that business contacts can help you achieve your career goals.

## TARGET AUDIENCE

Individual contributors who want to develop effective relationships throughout their organization.

## OBJECTIVES

### Professional Networking Strategies

- identify ways in which a business network is important
- recognize where to find networking opportunities
- identify best practices for attracting new network connections
- match strategies for conversing with new people to appropriate examples
- recognize strategies you can use to maintain your business network
- utilize appropriate techniques to start your own business network

ID

apd\_04\_a02\_bs\_enus

Expected Duration (Minutes)

23

Prerequisites

None

# Building Rapport with Your Boss

## DESCRIPTION

Your boss can be the lifeline to your future. Typically, no one has more influence over your immediate and long-term success than the person to whom you report. Not only can you find enjoyment and reward in your current position, but your boss can be a source of support when you are ready to move ahead with your career. This course teaches strategies for building a strong professional relationship with your boss. It explains various ways you can become aligned with your boss -- even how to give your boss constructive feedback.

## TARGET AUDIENCE

Individual contributors who want to develop effective relationships throughout their organization.

## OBJECTIVES

### Building Rapport with Your Boss

- recognize the benefits of a building a strong relationship with your boss
- identify methods to build a successful relationship with your boss
- determine the best methods of assisting your boss's agenda
- match management styles to associated characteristics
- identify best practices for adapting to your boss's working style
- sequence examples of the steps for giving appropriate feedback to your boss
- use appropriate techniques to start your own business network

ID

apd\_04\_a03\_bs\_enus

Expected Duration (Minutes)

30

Prerequisites

None

# Developing Your Business Ethics

## DESCRIPTION

It's not always easy to decide between right and wrong at work. Understanding ethics can help you to discern the right thing to do in difficult situations. In this course, you'll learn some basic myths about business ethics, and consider some ethical approaches you could follow at work. You'll also learn about the ethical values that a code of ethical conduct is based on, and learn how to develop a personal code of conduct. You'll explore some obstacles of ethical conduct, and learn strategies for overcoming them. And finally, you'll learn how to make ethically defensible decisions.

ID

apd\_05\_a01\_bs\_enus

Expected Duration (Minutes)

26

Prerequisites

None

## TARGET AUDIENCE

Individuals at all levels of an organization who should understand the impact of ethical and unethical behavior in the workplace.

## OBJECTIVES

### Understanding Business Ethics

- recognize common myths about business ethics
- define ethical approaches
- recognize the values associated with the code of conduct standards of fairness and respect
- recognize the values associated with the code of conduct standards of responsibility and honesty
- recognize the steps for developing a personal code of conduct
- identify appropriate strategies for removing obstacles to ethical behavior
- sequence the steps for making an ethically defensible decision

# Writing and Preparing an Effective Speech

## DESCRIPTION

Not everybody is a natural public speaker. Some people are more eloquent and outgoing than others, but that doesn't automatically mean they can deliver an effective speech. In fact, public speaking requires significant planning and preparation. It's a learnable skill. This course teaches you how to prepare for public speaking, including determining your objective and audience profile, choosing your topic, and defining the theme of your speech. It also describes best practices to follow when planning, researching, and writing your speech.

ID

apd\_06\_a01\_bs\_enus

Expected Duration (Minutes)

23

Prerequisites

None

## TARGET AUDIENCE

Any individual who wants to develop or refine public speaking skills.

## OBJECTIVES

### Preparing and Writing Speeches

- recognize ways of using aim and audience to select a speech topic
- identify how to use theme and encapsulation to select a speech topic
- recognize good practices to use when researching a speech
- recognize methods to use when preparing to give a speech
- sequence the steps for writing a speech
- identify ways of practicing a speech

# Conquering the Challenges of Public Speaking

## DESCRIPTION

Being a competent public speaker allows you to showcase your work and communicate effectively. You won't convey your message – despite spending hours honing it – if you fail to engage your audience, handle audience challenges that arise, and tackle nerves and anxiety. This course explores methods for delivering an effective speech, such as making a good first impression and building rapport with your audience. It discusses techniques for handling challenges during a speech, such as reviving an audience's focus and handling difficult questions or hecklers. Finally, the course introduces strategies to overcome public speaking anxiety.

## TARGET AUDIENCE

Any individual who wants to develop or refine their public speaking skills.

## OBJECTIVES

### Public Speaking Challenges

- recognize the basic rules of good speech delivery
- identify techniques for regaining an audience's attention
- recognize how to deal with uncooperative audiences
- identify techniques to deal with difficult questions
- Recognize techniques for dealing with heckling
- recognize typical behaviors associated with public-speaking anxiety
- identify ways of overcoming public-speaking anxiety

ID

apd\_06\_a02\_bs\_enus

Expected Duration (Minutes)

26

Prerequisites

None

# Managing Pressure and Stress to Optimize Your Performance

## DESCRIPTION

Meeting the challenge of high-pressure situations is a different experience for everyone. You won't always be able to control the external events that lead to pressure, but you can control your reaction, develop a solution, and implement it. In this course, you'll learn about the triggers of stress and how stress can affect you physically, mentally, and emotionally. You'll explore mechanisms for handling pressure and stress in the workplace in order to optimize performance. You'll also learn the ways in which people who possess different work-style types deal with pressure, and finally, you'll learn how to deal with stressed colleagues.

## TARGET AUDIENCE

Individuals who want to develop or refine their skills for performing under pressure

## OBJECTIVES

### Managing Pressure and Stress

- identify the triggers of pressure in the workplace
- categorize the symptoms of stress
- match activities to the steps for managing reactions to stress
- sequence the steps for changing your perception of a situation in order to reduce stress
- recognize the steps for taking action in high-pressure situations
- recognize actions for avoiding overanalysis and overconfidence
- match work-style types to the reactions they exhibit when under pressure
- recognize guidelines for dealing with stress in colleagues

ID

apd\_07\_a01\_bs\_enus

Expected Duration (Minutes)

26

Prerequisites

None

# Aligning Goals and Priorities to Manage Time

## DESCRIPTION

Meeting targets and achieving goals consistently regardless of the business situation isn't easy. A big part of doing this successfully is managing time effectively. In this course, you'll learn why it's important to align your goals with your company's goals, and you'll learn how to do it with a goal alignment worksheet. You'll also learn how to ask questions to clarify goals, and how to establish and prioritize priorities based on these goals.

## TARGET AUDIENCE

Anyone at any level in a company who wants to get some practical guidance for how to manage their time.

## OBJECTIVES

### Separating What's Important From What's Not

- recognize how misaligned goals can result in a lack of clarity at work
- sequence examples of the steps for using a goal alignment worksheet to align your goals with organizational goals
- ask questions that will help you clarify your goals so you know what is important
- identify some guiding principles that can help you prioritize your work effectively
- match tasks to their appropriate level of urgency and importance as defined in a Priority Matrix
- determine your goals and then prioritize your work tasks according to their importance and urgency

ID

apd\_08\_a01\_bs\_enus

Expected Duration (Minutes)

25

Prerequisites

None

# Make the Time You Need: Get Organized

## DESCRIPTION

You don't have to manage your time, but the stress and potential for mistakes grows when you don't. To manage time, you need to be organized. In this course, you'll learn strategies for improving your productivity depending on what type of time management personality you have. You'll also learn how to deal with time stealers, create manageable to-do lists, and maintain an organized time management approach.

## TARGET AUDIENCE

Anyone at any level in a company who wants to get some practical guidance for how to manage their time

## OBJECTIVES

### Organizing Time

- recognize strategies for increasing productivity for social and analytical time management personalities
- recognize productivity strategies suitable for driving or inspirational personality types
- recognize techniques for dealing with time stealers
- recognize techniques you can use to deal with people who are time stealers
- sort key job tasks into macro and micro to-do lists
- determine what action to take with your scheduled tasks after reassessing them as part of your regular check-ins
- organize tasks using a time management system

ID

apd\_08\_a02\_bs\_enus

Expected Duration (Minutes)

28

Prerequisites

None



# The Art of Staying Focused

## DESCRIPTION

Even if you know what's important to do and have an organized time management routine, losing focus can stop your progress in its tracks. In this course, you'll learn strategies for dealing with focus challenges and distractions at work. You'll also explore ways of saying no, and consider ways in which you can adjust your focus in response to changing circumstances or emergencies. And you'll learn how to refocus when something causes you to lose focus.

ID

apd\_08\_a03\_bs\_enus

Expected Duration (Minutes)

30

Prerequisites

None

## TARGET AUDIENCE

Anyone at any level in a company who wants to get some practical guidance for how to manage their time.

## OBJECTIVES

### Getting Focused

- recognize tactics for avoiding procrastination and temptation and keeping focused
- recognize tactics to beat fatigue and manage multitasking to maintain your focus
- identify strategies for minimizing distractions in your environment
- select the most effective response for declining a request
- strategically adjust your focus in response to changing circumstances
- recognize techniques for regaining focus
- maintain your focus on a task despite internal and external challenges

# Uncovering and Utilizing Your Talents and Skills

## DESCRIPTION

We all have individual talents and skills that make us unique in some way, but you may not be aware of your own skills, or how to use those skills to improve many areas of your life. In this course, you'll learn what is meant by talent and skill, and why it's important to understand what talents you possess. This course also covers techniques for identifying your unique capabilities, and outlines what you should include in a talent action plan to fully utilize and develop your key talents and skills.

## TARGET AUDIENCE

Individuals who seek techniques for discovering their personal strengths and increasing their self-worth

## OBJECTIVES

### Discovering and Using Your Talents

- distinguish between talents and skills
- recognize the rewards you gain from knowing your talents and skills
- distinguish between the three types of skills you can have
- recognize techniques for identifying your talents and skills
- identify the elements to include in a talent action plan

ID

apd\_10\_a01\_bs\_enus

Expected Duration (Minutes)

19

Prerequisites

None

# Self-improvement for Lifelong Success

## DESCRIPTION

We all have areas of our lives to improve upon, and working toward self-improvement has lasting positive impacts on your personal and professional life. In this course you'll learn about the key principles to keep in mind when committing to self-improvement to help keep you on track. You'll also learn how to create a self-improvement plan to organize your self-improvement activities. This course also covers techniques for building and maintaining an effective self-improvement mentoring relationship, and common obstacles you may face so you can overcome them when you are challenged by them in your self-improvement efforts.

## TARGET AUDIENCE

Individuals who seek techniques for discovering their personal strengths and increasing their self-worth

## OBJECTIVES

### Planning Lifelong Self-Improvement

- identify key principles of committing to self-improvement
- recognize the positive impacts self-improvement efforts can have on your life
- identify the five steps for creating a self-improvement plan
- identify activities that help you maintain an openness to learning and self-development
- identify the key characteristics necessary for developing a positive self-improvement mentoring relationship
- recognize common obstacles to self-improvement

ID

apd\_10\_a02\_bs\_enus

Expected Duration (Minutes)

24

Prerequisites

None

# Establishing Self-confidence for Life

## DESCRIPTION

Healthy self-confidence is critical for success in your life, and not just your personal life, but professional as well. When the people you interact with in daily life sense that you don't feel confident in yourself, they may not feel confident in you either. In this course, you'll learn what's meant by 'self-confidence,' and the behavioral indicators of low and healthy self-confidence levels. You'll also learn how to perform a personal analysis of your current self-confidence levels, so you know which areas to work on. Finally, you'll discover real-world techniques you can use for building and maintaining healthy self-confidence levels.

## TARGET AUDIENCE

Individuals who seek techniques for discovering their personal strengths and increasing their self-worth.

## OBJECTIVES

### Building and Maintaining Self-confidence

- distinguish between the key contributing elements of self-confidence
- identify behaviors that indicate low self-confidence
- recognize healthy self-confidence behavioral indicators
- identify the steps for assessing your current self-confidence level
- recognize techniques to use to increase your level of self-confidence
- identify techniques for maintaining healthy self-confidence levels

ID

apd\_10\_a03\_bs\_enus

Expected Duration (Minutes)

23

Prerequisites

None

# Procrastination: Admitting it is the First Step

## DESCRIPTION

The roots of procrastination are all in your head, but the good news is that there are ways to overcome it. The trick is to figure out what your own personal reason is for putting off what you know you need to do. In this course, you will discover what may be behind your tendency to procrastinate by learning the indicators. Then you'll explore many helpful techniques and strategies for dealing with procrastination, whatever the cause. There are four key areas covered in this course: improving focus, self-motivation, taking action, and becoming more organized.

## TARGET AUDIENCE

Individuals wishing to improve their productivity by eliminating a tendency to procrastinate.

## OBJECTIVES

### Techniques for Overcoming Procrastination

- match causes of procrastination with key indicators
- use techniques to overcome procrastination by being less distracted
- use self-motivation techniques to overcome procrastination
- use techniques to overcome procrastination by becoming more decisive
- use strategies to overcome procrastination by organizing your time

ID

apd\_11\_a01\_bs\_enus

Expected Duration (Minutes)

20

Prerequisites

None

# Beating Procrastination by Boosting Your Creativity and Drive

## DESCRIPTION

Everyone could benefit from a boost in creativity. Whether you're in marketing and advertising, management, or software development, all professionals need to be able to come up with original ideas and think outside the box every now and then. But sometimes the pressure to think creatively is the very thing that blocks the flow of fresh ideas and results in procrastination. This course focuses on the relationship between procrastination and creativity. You'll learn about how the optimal amount of procrastination actually boosts creativity and can make you more effective at your job. You'll also learn how to use creativity boosters to help you past those times when you're procrastinating a little too much.

## TARGET AUDIENCE

Individuals wishing to improve their productivity by eliminating a tendency to procrastinate

## OBJECTIVES

### Procrastination and Creativity

- describe the optimal amount of procrastination that a person should strive for
- recognize strategies for overcoming personal tendencies and conditions that inhibit creativity
- identify activities that promote creativity during a period of procrastination
- use collaboration as a way to boost creativity and overcome procrastination
- overcome procrastination by using techniques to take charge of your life

ID

apd\_11\_a02\_bs\_enus

Expected Duration (Minutes)

19

Prerequisites

None

# Improving Your Memory Skills

## DESCRIPTION

Believe it or not, most people have an incredible memory, they just don't know how to use it. Other than rote memorization, most people were never taught memory techniques that really tap into the power of the human brain. In this course, you'll learn about basic memory principles and learn how to use them to memorize and recall almost anything, including speeches, passwords, faces, and lists.

ID

apd\_12\_a01\_bs\_enus

Expected Duration (Minutes)

21

## TARGET AUDIENCE

Anyone interested in improving their memory and recall

Prerequisites

None

## OBJECTIVES

### Improving Your Memory Skills

- recognize the principles of repetition, exaggeration, imagery, and focus
- recognize basic mnemonic devices
- identify the steps of the memory palace technique
- remember people's names and faces
- recognize tips for memorizing text that you'll later need to recite from memory
- create strong passwords that are easy to remember

# Improving Your Reading Speed and Comprehension

## DESCRIPTION

Most people have been taught to read the same way - letter by letter, word by word, and line by line. But that's an inefficient way of reading, especially for those who have a lot to read and very little time to accomplish it. In this course, you'll learn the bad reading habits that keep you from reading more efficiently, and simple tips you can use and practice to increase your reading speed and comprehension.

## TARGET AUDIENCE

Anyone interested in improving their reading speed and comprehension

## OBJECTIVES

### Improving Your Reading Speed

- recognize the basic information that you need to start increasing your reading speed
- recognize bad reading habits that slow down your reading speed
- recognize how to read only the information you need
- recognize ways to use your hand to increase your reading speed
- recognize how to read groups of words
- identify ways to increase your comprehension while reading

ID

apd\_13\_a01\_bs\_enus

Expected Duration (Minutes)

20

Prerequisites

None



# Understanding Unconscious Bias

## DESCRIPTION

Increasing focus on the importance of diversity in the workplace has shed light on another concept: unconscious bias. Though it's rooted in human nature, it's important to understand what unconscious bias is in order to overcome it and build strong, diverse teams. In this course, you'll learn about the different kinds of unconscious bias and how to recognize them in action. You'll also learn about the importance of addressing unconscious bias in the workplace.

## TARGET AUDIENCE

Team leaders, supervisors, and managers; anyone who wants to learn how to address unconscious biases in the workplace.

## OBJECTIVES

### Explaining Unconscious Bias

- recognize key characteristics of unconscious bias
- match assumption-based unconscious biases to their descriptions
- categorize examples of confirmation-based unconscious biases
- distinguish between unconscious biases related to fixation
- recognize how addressing unconscious bias can benefit the workplace
- recognize unconscious biases in the workplace

ID

apd\_14\_a01\_bs\_enus

Expected Duration (Minutes)

25

Prerequisites

None

# Overcoming Your Own Unconscious Biases

## DESCRIPTION

Part of understanding the role of unconscious bias in the workplace is admitting to yourself that you have biases too. Once you've accepted it, you can take steps to overcome those biases and embrace workplace diversity. In this course, you'll learn how to recognize and observe your own biases. You'll also learn how to stop, collaborate, and move past your biases. Finally, you'll learn what to do if a bias flares up again.

## TARGET AUDIENCE

Team leaders, supervisors, and managers; anyone who wants to learn how to address unconscious biases in the workplace

## OBJECTIVES

### Steps to Overcoming Your Unconscious Biases

- identify how to recognize your unconscious biases
- identify tactics for observing your own unconscious biases
- recognize how to overcome unconscious bias by forming relationships with others
- identify guidelines for avoiding unconscious bias when making decisions
- identify the tactics for combating bias revival
- recognize the process for overcoming your unconscious biases

ID

apd\_14\_a02\_bs\_enus

Expected Duration (Minutes)

22

Prerequisites

None

# Overcoming Unconscious Bias in the Workplace

## DESCRIPTION

It's not just individuals who face unconscious biases in the workplace; teams and organizations can also operate with shared institutionalized biases. Ensuring a diverse workplace requires seeing past these biases. In this course, you'll learn about the process of overcoming organizational biases and how to function as an inclusive leader. You'll also learn specific tactics for combating unconscious biases in the workplace.

## TARGET AUDIENCE

Team leaders, supervisors, and managers; anyone who wants to learn how to address unconscious biases in the workplace.

## OBJECTIVES

### Overcoming Unconscious Bias

- identify the types of differences that can contribute to unconscious bias in an organization
- recognize subtle signs of unconscious bias in an organization
- recognize examples of micro-affirmations in the workplace
- recognize how to lead an organization to overcome unconscious bias
- identify strategies for overcoming unconscious bias in the hiring process
- recognize systems that can be put in place to combat organizational bias
- recognize tactics for overcoming organizational biases

ID

apd\_14\_a03\_bs\_enus

Expected Duration (Minutes)

25

Prerequisites

None

# Getting to the Root of a Problem

## DESCRIPTION

Articulating a problem requires asking the right people the right questions. In this course, you'll learn about identifying stakeholders, gaining their input and trust, and using analysis techniques to get to the root cause of a problem.

ID

apd\_15\_a01\_bs\_enus

Expected Duration (Minutes)

27

Prerequisites

None

## TARGET AUDIENCE

Managers, supervisors, team leaders, and other business professionals who want to enhance their ability to solve business problems and make effective personal and organizational decisions

## OBJECTIVES

### Framing the Problem You Need to Solve

- identify different types of project stakeholders
- effectively solicit stakeholder input on the impact of a problem by asking questions
- recognize techniques for gaining trust from project stakeholders
- match root causes of problems with the organizational level at which they typically occur
- recognize how to investigate root causes of problems using 5 Whys analysis
- recall the steps in using a fishbone diagram to investigate the root causes of a problem
- use appropriate methods to get to the root cause of a problem

# Defining Alternative Solutions to a Problem

## DESCRIPTION

Part of problem solving is creating alternative solutions. In this course, you'll learn how to define ideal states and generate and evaluate problem solutions. You'll also learn how to recognize and avoid common problem-solving pitfalls.

## TARGET AUDIENCE

Managers, supervisors, team leaders, and other business professionals who want to enhance their ability to solve business problems and make effective personal and organizational decisions

## OBJECTIVES

### Defining and Choosing Alternatives

- identify best practices for defining the ideal state
- apply best practices for generating alternatives to problems
- recall the steps for facilitating a group brainstorming session
- distinguish between various techniques for evaluating alternative solutions
- avoid common traps in the problem-solving process
- recognize how to generate and evaluate alternative solutions to a problem

ID

apd\_15\_a02\_bs\_enus

Expected Duration (Minutes)

24

Prerequisites

None

# Choosing and Using the Best Solution

## DESCRIPTION

The time has come to make a final decision. In this course, you'll learn how to make smart decisions based on key criteria and decision-making styles. You'll also learn how to plan, manage, evaluate, and celebrate solution implementation.

## TARGET AUDIENCE

Managers, supervisors, team leaders, and other business professionals who want to enhance their ability to solve business problems and make effective personal and organizational decisions

## OBJECTIVES

### Selecting and Implementing a Solution

- recognize criteria that can help you select the best solution to a problem
- choose the appropriate decision-making style for a situation
- recall best practices for preparing for the implementation of a solution
- recognize practices that can help make the implementation of a solution go smoothly
- recognize the benefits of evaluating and celebrating an implementation
- recognize how to make a decision and follow through with its implementation

ID

apd\_15\_a03\_bs\_enus

Expected Duration (Minutes)

25

Prerequisites

None

# Confronting Your Assumptions

## DESCRIPTION

Assumptions are necessary to help us make sense of our world. This course defines what assumptions are, describes how different kinds of assumptions may be challenged, and covers the importance of seeking out other people's perspectives.

## TARGET AUDIENCE

Individuals who want to develop or refine their critical thinking skills

## OBJECTIVES

### Why Assumptions Matter

- define assumptions
- use lines of questioning to identify assumptions
- distinguish between different types of assumptions
- recall questions to ask as you examine your assumptions to avoid faulty assumptions
- seek perspectives of others when managing assumptions
- recognize and challenge assumptions appropriately

ID

apd\_17\_a01\_bs\_enus

Expected Duration (Minutes)

24

Prerequisites

None

# Investigating Arguments

## DESCRIPTION

In critical thinking, an argument is part of reaching a logical conclusion. In this course, you'll learn to identify and judge arguments, recognize logical fallacies and persuasion techniques, and make effective arguments of your own.

## TARGET AUDIENCE

Individuals who want to develop or refine their critical thinking skills

## OBJECTIVES

### Getting Your Arms around Arguments

- distinguish statements that express arguments from those that do not
- recall questions used to judge an argument
- recognize types of logical fallacy
- evaluate an argument for techniques of persuasion
- understand the importance of preparing for an argument
- choose the best argument to support a conclusion
- recognize good arguments and strategies for making them

ID

apd\_17\_a02\_bs\_enus

Expected Duration (Minutes)

27

Prerequisites

None



# Reaching Sound Conclusions

## DESCRIPTION

When drawing conclusions, you analyze and weigh the data and information you have to support taking action. In this course, you'll learn about the process of drawing a logical conclusion with the help of questions and diagramming tools.

## TARGET AUDIENCE

Individuals who want to develop or refine their critical thinking skills

## OBJECTIVES

### Drawing Conclusions with Confidence

- recognize the critical thinking activities associated with reaching a sound conclusion
- recognize effective questions to double check conclusions
- recall the value of visualizing data
- use visual tools to help draw conclusions
- identify essential elements of an action plan associated with a thoughtful conclusion
- recognize how to draw sound conclusions

ID

apd\_17\_a03\_bs\_enus

Expected Duration (Minutes)

21

Prerequisites

None

# Agile Principles and Methodologies

## DESCRIPTION

Agile projects use of short work iterations and incremental development of products that focus on business priorities and customer value. In this course, you'll learn fundamental Agile concepts, including the eight Agile values and twelve Agile principles. This course also covers the five phases of the Agile project management model, and introduces you to the most common Agile methodologies and frameworks. Finally, this course introduces key activities for managing an Agile project, including creating a product vision and project charter, and best contract and documentation types. This course is one of a series in the Skillsoft learning path that covers the objectives for the PMI Agile Certified Practitioner (PMI-ACP)® exam. PMI-ACP is a registered mark of the Project Management Institute, Inc.

ID

apj\_13\_a01\_it\_enus

Expected Duration (Minutes)

54

Prerequisites

None

## TARGET AUDIENCE

Managers and members of project teams who currently use or plan to adopt Agile techniques; individuals interested in obtaining the PMI Agile Certified Practitioner (PMI-ACP)® certificate

## OBJECTIVES

### Introduction to Agile

- identify characteristics of the Agile method
- distinguish between primary and secondary Agile values
- identify the five phases of the Agile project management model
- identify some of the methodologies that can be used for Agile project management
- recognize the four Scrum inspect and adapt events
- identify the five ADAPT steps required to transition to Agile
- identify the recommended components of a business case
- recognize the elements of a project charter
- identify the contract types suitable for Agile projects
- identify helpful types of documentation for Agile projects
- demonstrate your understanding of the Agile principles and methodologies

# Agile Project Planning

## DESCRIPTION

Properly estimating and prioritizing project requirements is critical to Agile project planning success. You need to be able to map out the work necessary for your product release. In this course you'll learn about critical Agile planning activities including creating personas and wireframing. This course also covers the most common Agile estimation techniques such as story points, wideband Delphi, and affinity estimation. This course also covers requirements prioritization methods and activities you perform when completing your release plan. This course is one of a series in the Skillsoft learning path that covers the objectives for the PMI Agile Certified Practitioner (PMI-ACP)® exam. PMI-ACP is a registered mark of the Project Management Institute, Inc.

ID

apj\_13\_a02\_it\_enus

Expected Duration (Minutes)

58

Prerequisites

None

## TARGET AUDIENCE

Managers and members of project teams who currently use or plan to adopt Agile techniques; individuals interested in obtaining the PMI Agile Certified Practitioner (PMI-ACP)® certificate

## OBJECTIVES

### Agile Planning Concepts

- distinguish between the key tasks of release planning and iteration planning
- identify best practices for creating personas as part of requirements definition
- identify wireframing best practices for formatting user stories
- identify benefits of story mapping
- recognize Agile estimating techniques
- identify considerations to keep in mind when estimating team velocity
- distinguish between the different customer-valued prioritization methods
- identify the four MoSCoW model categories
- distinguish between characteristics of the Kano model and priority matrices
- identify the key activities that take place in the iteration planning meeting
- demonstrate your knowledge of Agile planning activities

# Agile Project Scheduling and Monitoring

## DESCRIPTION

Wouldn't it be great if projects managed themselves once you get them started? This isn't the case. Successful Agile projects require adequate scheduling and monitoring, which helps identify any adjustments that need to be made, and ensures project work goes smoothly. In this course you'll learn about effective Agile project scheduling activities like setting work in progress limits and implementing project buffers. This course also covers recommended processes for monitoring and tracking progress at both the iteration and project level. This course also introduces you to key risk management and product quality, testing, and integration strategies to help ensure your project creates and maintains the intended value as it progresses. This course is one of a series in the Skillsoft learning path that covers the objectives for the PMI Agile Certified Practitioner (PMI-ACP)® exam. PMI-ACP is a registered mark of the Project Management Institute, Inc.

## TARGET AUDIENCE

Managers and members of project teams who currently use or plan to adopt Agile techniques; individuals interested in obtaining the PMI Agile Certified Practitioner (PMI-ACP)® certificate

## OBJECTIVES

### Scheduling and Monitoring Agile Iterations

- identify the benefits of setting WIP limits
- distinguish between different types of scheduling buffers
- sequence the steps of the Square Root of the Sum of the Squares method for calculating project buffer
- identify the steps of the backlog grooming process
- distinguish between tracking tools for the iteration level and the project level
- identify the required parameters for EVM
- recognize common review and feedback methods for Agile projects
- identify common risk management strategies for Agile projects
- recognize characteristics of Agile testing
- demonstrate your knowledge of Agile project scheduling and monitoring process activities

ID

apj\_13\_a03\_it\_enus

Expected Duration (Minutes)

55

Prerequisites

None

# Agile Stakeholder Engagement and Team Development

## DESCRIPTION

Agile projects are only successful if the Agile team is cohesive, productive, and engaged. Strong project managers encourage active involvement to ensure the team has a clear understanding of the project requirements and stakeholder expectations. In this course you'll learn about Agile teams and team leadership, including the characteristics of an effective Agile team. This course also introduces you to common team development strategies, and developmental mastery models. Finally this course covers effective communication tools and the benefits of using facilitation techniques like Agile games to foster collaboration and cooperation in the Agile team. This course is one of a series in the Skillsoft learning path that covers the objectives for the PMI Agile Certified Practitioner (PMI-ACP)® exam. PMI-ACP is a registered mark of the Project Management Institute, Inc.

ID

apj\_13\_a04\_it\_enus

Expected Duration (Minutes)

53

Prerequisites

None

## TARGET AUDIENCE

Managers and members of project teams who currently use or plan to adopt Agile techniques; individuals interested in obtaining the PMI Agile Certified Practitioner (PMI-ACP)® certificate

## OBJECTIVES

### Engaging Stakeholders and Developing Teams

- identify essential strategies for achieving stakeholder commitment in an Agile project
- recognize the role of stakeholders throughout the phases of the APM model
- identify characteristics of effective decision-making techniques for Agile projects
- recognize characteristics of a cohesive and effective Agile team
- identify considerations to make when scaling Agile teams
- identify strategies to improve team performance
- distinguish between common developmental mastery models in Agile
- recognize effective communication tools for information flow in an Agile environment
- recognize benefits of Agile games
- demonstrate your knowledge of Agile stakeholder engagement and team development processes

# Agile Key Exam Concepts

## DESCRIPTION

Agile projects use many of the tools and techniques from lean project management in order to ensure that processes are as efficient as possible. Agile tools are often simple and highly visual, where a colocated team can easily access them. In this course you'll learn about key exam concepts such as muda or waste, the Kanban system, process efficiency, Little's Law and the product vision. This course also introduces you to the benefits of colocated Agile teams, including osmotic learning and communication. This course is one of a series in the Skillssoft learning path that covers the objectives for the PMI Agile Certified Practitioner (PMI-ACP)® exam. PMI-ACP is a registered mark of the Project Management Institute, Inc.

ID

apj\_13\_a05\_it\_enus

Expected Duration (Minutes)

50

Prerequisites

None

## TARGET AUDIENCE

Managers and members of project teams who currently use or plan to adopt Agile techniques; individuals interested in obtaining the PMI Agile Certified Practitioner (PMI-ACP)® certificate

## OBJECTIVES

### Agile Key Exam Concepts

- recognize examples of waste
- identify characteristics of the Kanban Pull system
- describe features of Kanban boards
- identify characteristics of lead time and cycle time
- recognize the formula for calculating process cycle efficiency (PCE) and the relationship between the formula variables
- recognize how the Little's Law formula is applied
- recognize attributes of a product vision box and an elevator test statement
- recognize characteristics of an Agile team's physical space
- demonstrate your understanding of key Agile concepts

# Finding Your Bearings as a Project Manager

## DESCRIPTION

If you would like to learn the basics of what it means to lead a project – without all the technical jargon – this course is for you. You'll learn some of the foundational concepts, such as what a project is and what you'll be responsible for, and things you'll need to understand before planning begins. You'll also learn where to go to access useful information and how to identify the different types of people who will have an interest in the project – its stakeholders.

## TARGET AUDIENCE

Anyone wishing to acquire the necessary skills to manage small- to medium-sized projects successfully.

## OBJECTIVES

### Project Management Basics

- describe the attributes that all projects have
- identify the business reasons for a undertaking a project
- recognize the responsibilities of a project manager
- describe the factors within an environment that may influence a project
- identify sources of information to use when starting a project
- identify key stakeholders for a project
- recognize the actions to take when preparing to manage a project

ID

apj\_15\_a01\_bs\_enus

Expected Duration (Minutes)

29

Prerequisites

None

# Getting the Big Picture by Defining the Project's Scope and Team

## DESCRIPTION

At the start of any project – before you plan the budget or create the schedule – you need to develop a clear vision of what you want to achieve and how you'll get there. That involves clarifying what stakeholders expect to see in the end, all the tasks that will need to be carried out, the resources you will need, and who will be doing the work. In this course, you will learn how to nail down all those big-picture details so that your project gets off on the right foot.

## TARGET AUDIENCE

Anyone wishing to acquire the necessary skills to manage small- to medium-sized projects successfully.

## OBJECTIVES

### Define the Scope and Plan Resources

- identify methods for identifying project requirements
- recognize activities involved in defining a project's scope
- describe how to break project work into manageable tasks
- identify the types of resources that every project needs
- describe how to pull together a project team
- identify the stages of team development
- make decisions about project work and how it will be carried out

ID

apj\_15\_a02\_bs\_enus

Expected Duration (Minutes)

30

Prerequisites

None



# Mastering the Details of a Project's Schedule and Budget

## DESCRIPTION

Once a project's scope has been clearly defined with all necessary tasks identified, it's time to get into more detailed estimating and planning. Drawing on all the information from the initiation phase, you must now define how much time and money will be required to meet objectives and complete the project. In this course, you will learn how to develop the schedule and cost baselines and use them to monitor and measure performance throughout the project.

## TARGET AUDIENCE

Anyone wishing to acquire the necessary skills to manage small- to medium-sized projects successfully.

## OBJECTIVES

### Setting the Schedule and Cost Baselines

- recognize how to use methods for making project cost and time estimates
- recognize terminology used when creating a project network diagram
- describe how to create a project schedule
- determine a project's budget
- recognize mandatory and optional milestones for a project
- explain how to use project data to assess performance
- recognize the steps to creating and monitoring project schedule and cost baselines

ID

apj\_15\_a03\_bs\_enus

Expected Duration (Minutes)

29

Prerequisites

None

# Managing a Project to Minimize Risk and Maximize Quality

## DESCRIPTION

When starting a project, there are many things to consider. One key area is risk. You need to prepare ahead of time for all the things that could go wrong...or go right! Another key area is quality. How are you going to ensure that your product or service meets stakeholders' expectations? And then there's figuring out whether to do all the work in-house or outsource it to a third party. And how do you choose the vendors who will partner with you to minimize risk and maximize quality? This course will help you sort out all these considerations by explaining common methods and best practices related to managing risk, quality, and procurement.

ID

apj\_15\_a04\_bs\_enus

Expected Duration (Minutes)

29

Prerequisites

None

## TARGET AUDIENCE

Anyone wishing to acquire the necessary skills to manage small- to medium-sized projects successfully.

## OBJECTIVES

### Risk, Quality, and Procurement

- recognize the correct actions to take when planning for project risks
- describe common responses when risk events occur on a project
- recognize the principles of quality assurance
- identify methods for implementing quality control on a project
- describe how to conduct a make-or-buy analysis
- describe how to choose a vendor using multi-criteria analysis
- recognize methods for managing risk, quality, and procurement on a project

# Navigating through Changes and Conflicts in Projects

## DESCRIPTION

Of all the different types of skills and competencies a project manager uses, soft skills are the most important. The ability to communicate effectively with team members and negotiate between conflicting demands so stakeholders remain positive can mean the difference between success and failure. In this course, you'll learn how to handle it when someone requests a change to the project, how to create a plan for communicating with stakeholders, and approaches for dealing with conflicts that arise.

## TARGET AUDIENCE

Anyone wishing to acquire the necessary skills to manage small- to medium-sized projects successfully.

## OBJECTIVES

### Change, Communication, and Stakeholders

- describe the law of triple constraints
- identify potential effects on a project when changes are not controlled
- sequence the steps for controlling changes on a project
- recognize the types of information that should be included in a communication plan
- recognize methods for managing conflict
- describe how to keep stakeholders positively engaged in a project
- recognize methods for managing project change, communication, and stakeholders

ID

apj\_15\_a05\_bs\_enus

Expected Duration (Minutes)

28

Prerequisites

None

# Taking Final Steps to Bring a Project to its Close

## DESCRIPTION

We'd all like to think that good scheduling and budgeting will ensure a project will stay on track until completion. The truth is, most projects go a little astray at some point along the way. In this course, you'll learn some tricks for correcting schedule variances and how to determine if your project is over or under budget. You'll also learn how to tell whether your project should be canceled and how to bring a healthy project to a successful close.

## TARGET AUDIENCE

Anyone wishing to acquire the necessary skills to manage small- to medium-sized projects successfully.

## OBJECTIVES

### Controlling Time, Costs, and Close-out

- recognize methods for getting a project schedule back on track
- recall how to calculate values used in earned value management (EVM)
- calculate a project's cost performance index
- recognize when it is appropriate to cancel a project
- identify appropriate activities that accompany completion of work on a project
- identify administrative activities that should be carried out during project wrap-up
- recognize methods for effectively controlling schedule and cost performance and closing a project

ID

apj\_15\_a06\_bs\_enus

Expected Duration (Minutes)

27

Prerequisites

None

# Quality Methodologies and Standards for Project Management

## DESCRIPTION

This course covers best practice industry standards for quality and process improvement that can be used for effective project management. This course will assist learners in preparing for the PMI® PMP® certification exam. PMBOK, PMI, PMP, CAPM are registered trademarks of the Project Management Institute, Inc.

## TARGET AUDIENCE

Existing project managers pursuing certification in recognition of their skills and experience; individuals training to become accredited project managers

## OBJECTIVES

### Tools for Quality Improvement

- recognize activities that are part of the Lean methodology
- match Lean principles to their descriptions
- recognize key characteristics of the Six Sigma methodology
- recognize quality management practices that result in continuous improvement
- recognize characteristics of a Kanban-pull system
- identify the types of information revealed by a value stream map
- identify key principles of the ISO 9000 quality standard
- recognize characteristics of CMMI®
- identify examples of BSI standards
- recognize the purpose of the IEEE quality standards
- demonstrate your understanding of various quality management tools and systems

ID

apj\_21\_a03\_bs\_enus

Expected Duration (Minutes)

64

Prerequisites

None

# Managing Stakeholder Engagement (PMBOK® Guide Sixth Edition)

## DESCRIPTION

This course covers the Manage Stakeholder Engagement and Monitor Stakeholder Engagement project management processes. This course will assist learners in preparing for the PMI® PMP® certification exam. PMBOK, PMI, PMP, CAPM are registered trademarks of the Project Management Institute, Inc.

## TARGET AUDIENCE

Existing project managers pursuing certification in recognition of their skills and experience; individuals training to become accredited project managers

## OBJECTIVES

### Manage and Monitor Stakeholder Engagement

- recognize the inputs to the Manage Stakeholder Engagement process
- distinguish between the tools and techniques you can use to manage stakeholder engagement
- identify methods to collect feedback you can use for managing stakeholder engagement
- recognize the interpersonal and team skills you can use for managing stakeholder engagement
- identify the outputs of the Manage Stakeholder Engagement process
- identify the inputs to the Monitor Stakeholder Engagement process
- recognize the tools and techniques you can use for monitoring stakeholder engagement
- identify the outputs of the Monitor Stakeholder Engagement process
- demonstrate your understanding of the Manage Stakeholder Engagement and Monitor Stakeholder Engagement processes

ID

apj\_26\_a02\_bs\_enus

Expected Duration (Minutes)

50

Prerequisites

None

# The Value Proposition: Getting Your Pitch Right

## DESCRIPTION

The value a company offers to customers can come in many forms – product quality, financial stability, reputation, and creativity to name a few. To answer the question, What value does my company offer?, you need to know your company inside and out – its strategies, how it operates, the solutions it can offer, and the people who do the work. Combine this knowledge with your understanding of the customer, and you'll be able to offer meaningful and creative customer solutions. In this course, you will learn how to identify and articulate your company's value and how to assess whether it is a good 'fit' for your prospects. You will also learn how to increase your customers' awareness of how they perceive value and how your company can meet their needs.

## TARGET AUDIENCE

Individuals who want to gain a foundation in basic sales techniques and anyone who wants to develop or refine their existing sales skills

## OBJECTIVES

### Selling Value

- describe how value impacts the sales and buying process
- identify key components of value that make up a value proposition
- recognize what is valuable from a customer's perspective
- determine what to do based on the results of an assessment of value alignment
- label questions according to their value categories
- identify opportunities to challenge or expand customer perspective of value

ID

asl\_01\_a03\_bs\_enus

Expected Duration (Minutes)

22

Prerequisites

None

# Turning Objection into Opportunity during a Sales Call

## DESCRIPTION

In a sales environment where customers are well informed, deeply networked, and technically savvy, sales professionals need to arrive fully prepared to deal with educated buyers and any challenges they present. To address the challenges of this new breed of customer, you need to welcome questions, objections, and resistance factors, see them for what they are – opportunities – and be prepared with the skills to capitalize on them. This course is designed to help you prepare for objections that may occur during your sales interactions and use techniques for handling questions, objections, and resistance.

## TARGET AUDIENCE

Individuals who want to gain a foundation in basic sales techniques and anyone who wants to develop or refine their existing sales skills.

## OBJECTIVES

### Handle Objections Like a Pro

- recognize how to respond to psychological reasons behind a customer's resistance
- distinguish between questions, objections, and resistance
- identify tips for responding to objections with empathy and understanding
- identify effective listening and questioning methods to manage customer objections
- identify strategies for handling price-based objections
- identify techniques for keeping the sales process moving forward despite objections

ID

asl\_01\_a04\_bs\_enus

Expected Duration (Minutes)

22

Prerequisites

None



# Adobe Acrobat DC Fundamentals

## DESCRIPTION

Adobe Acrobat DC is the standard for cross-platform document creation and distribution. This course introduces learners to the fundamentals of Adobe Acrobat DC, including how to create PDF files, how to insert and edit text and images, and saving in different file formats. This course also covers page options, including organizing and inserting pages, headers and footers, and page numbers.

ID

at\_aadc\_a01\_dt\_enus

Expected Duration (Minutes)

56

## TARGET AUDIENCE

Individuals interested in an overview of Adobe Acrobat DC

Prerequisites

None

## OBJECTIVES

### Getting Started with Adobe Acrobat DC

- start the course
- create a PDF file using Adobe Acrobat DC
- add text and images to PDF files using Adobe Acrobat DC
- work with text and images using Adobe Acrobat DC

### Using PDFs

- use the Combine Files into PDFs feature in Adobe Acrobat DC
- save PDF files to the Document Cloud and Creative Cloud using Adobe Acrobat DC
- save the PDF files in different formats using Adobe Acrobat DC
- export the PDF files in different formats using Adobe Acrobat DC

### Working with Pages

- manipulate the pages in Adobe Acrobat DC
- insert the pages into Adobe Acrobat DC files
- create headers and footers using Adobe Acrobat DC
- add page numbers and dates in Adobe Acrobat DC

### Practice: PDFs with Adobe Acrobat DC

- create a new PDF file and modify it in Adobe Acrobat DC

# Working with Adobe Acrobat DC

## DESCRIPTION

Adobe Acrobat DC is the standard for cross-platform document creation and distribution. This course explains advanced features of Adobe Acrobat DC, including transitions, cropping pages, and watermarks. This course also introduces learners to enhanced features and tools such as collaboration, fillable forms, and digital signatures.

ID

at\_aadc\_a02\_dt\_enus

Expected Duration (Minutes)

52

## TARGET AUDIENCE

Individuals interested in learning essential features and options of Adobe Acrobat DC

Prerequisites

None

## OBJECTIVES

### Enhancing PDFs

- start the course
- crop pages in Adobe Acrobat DC
- add comments and collaborate using Adobe Acrobat DC
- add page transitions in Adobe Acrobat DC

### Forms and Links

- describe options for creating fillable forms using Adobe Acrobat DC
- add links to documents in Adobe Acrobat DC
- add attachments to documents in Adobe Acrobat DC

### Advanced Features

- create watermarks using Adobe Acrobat DC
- describe how to protect documents using Adobe Acrobat DC
- add stamps using Adobe Acrobat DC
- create a digital signature using Adobe Acrobat DC

### Practice: Enhance PDFs in Adobe Acrobat DC

- enhance a PDF file in Adobe Acrobat DC

# Adobe Acrobat Pro XI

## Fundamentals

### DESCRIPTION

Adobe Acrobat is the standard for cross-platform document creation. The application-independent PDF format is used to create shared documents ranging from articles and reports to long complex documents. Acrobat Pro is used to create new PDF files or modify existing ones. And Adobe Acrobat Pro XI is the latest version of this powerful application. In this course, you learn how to perform basic tasks in Acrobat XI Pro like adding text and images to a document. You'll also learn to work with different page elements like headers and footers, transitions, and page numbers. Acrobat XI Pro's document security, collaboration and form features will also be covered.

### TARGET AUDIENCE

Personnel at all levels of an enterprise seeking to attain competency in Acrobat XI Pro |

### OBJECTIVES

#### Getting Started with Adobe Acrobat Pro XI

- start the course
- create a PDF file using Adobe Acrobat Pro XI
- add text and images to PDF files using Adobe Acrobat Pro XI
- edit text and images using Adobe Acrobat Pro XI
- combine different files into PDFs in Adobe Acrobat Pro XI
- save PDF files in different formats using Adobe Acrobat Pro XI

#### Working with pages in Adobe Acrobat Pro XI

- work with page numbering in Adobe Acrobat Pro XI
- work with page transitions in Adobe Acrobat Pro XI
- crop pages in Adobe Acrobat Pro XI
- manipulate document pages in Adobe Acrobat Pro XI
- create headers and footers using Adobe Acrobat Pro XI

#### Using Adobe Acrobat Pro XI to enhance PDFs

- create and modify fillable forms using Adobe Acrobat Pro XI
- choose the appropriate way to enhance your document using Adobe Acrobat Pro XI tools
- create digital signatures using Adobe Acrobat Pro XI

ID

at\_adat\_a01\_dt\_enus

Expected Duration (Minutes)

69

Prerequisites

None



- collaborate using Adobe Acrobat Pro XI

# Adobe Dreamweaver CC 2015

## Fundamentals

### DESCRIPTION

Adobe Dreamweaver CC 2015 is a powerful web development application that can be used to develop single web pages or to create and manage entire websites. In this course, you will learn about Adobe Dreamweaver CC 2015, including the interface, application extensibility, and creating documents.

### TARGET AUDIENCE

Individuals interested in an overview of Adobe Dreamweaver CC 2015 tools, techniques, and options

### OBJECTIVES

#### Introduction to Adobe Dreamweaver

- start the course
- work with the interface in Adobe Dreamweaver CC 2015
- configure and save workspaces in Adobe Dreamweaver CC 2015
- work with tabbed documents in Adobe Dreamweaver CC 2015
- modify general preferences in Adobe Dreamweaver CC 2015
- modify code preferences in Adobe Dreamweaver CC 2015

#### Extending Dreamweaver

- install extension manager in Adobe Dreamweaver CC 2015
- use extensions in Adobe Dreamweaver CC 2015
- browse add-ons in Adobe Dreamweaver CC 2015

#### Working with Documents

- create new documents in Adobe Dreamweaver CC 2015
- use templates in Adobe Dreamweaver CC 2015
- create templates in Adobe Dreamweaver CC 2015

#### Practice: Get to Know Dreamweaver

- configure the workspace in Adobe Dreamweaver CC 2015

ID

at\_adcc\_a01\_dt\_enus

Expected Duration (Minutes)

30

Prerequisites

None

# Basic Coding with Adobe Dreamweaver CC 2015

## DESCRIPTION

Adobe Dreamweaver CC 2015 is a powerful web development application that can be used to develop single web pages or to create and manage entire websites. In this course, you will be introduced to basic coding in Adobe Dreamweaver CC 2015, including working with code and views.

## TARGET AUDIENCE

Individuals interested in an overview of Adobe Dreamweaver CC 2015 tools, techniques, and options

## OBJECTIVES

### Working with Code

- start the course
- use the Source Code Window in Adobe Dreamweaver CC 2015
- use Source Code Window Tools in Adobe Dreamweaver CC 2015
- use code auto-completion in Adobe Dreamweaver CC 2015
- use code hinting and completion in Adobe Dreamweaver CC 2015
- address warnings and errors in Adobe Dreamweaver CC 2015
- work with component files in Adobe Dreamweaver CC 2015

### Working with Views

- use Code, Split, and Live views in Adobe Dreamweaver CC 2015
- use Design view in Adobe Dreamweaver CC 2015
- arrange windows in Adobe Dreamweaver CC 2015
- use Inspect mode in Adobe Dreamweaver CC 2015
- use Live View Source Code in Adobe Dreamweaver CC 2015

### Practice: Editing in Dreamweaver

- edit a document in Adobe Dreamweaver CC 2015

ID

at\_adcc\_a02\_dt\_enus

Expected Duration (Minutes)

30

Prerequisites

None

# The Adobe Dreamweaver CC 2015 Interface

## DESCRIPTION

Adobe Dreamweaver CC 2015 is a powerful web development application that can be used to develop single web pages or to create and manage entire websites. In this course, you will learn about Adobe Dreamweaver CC 2015, including the Dreamweaver interface, and the functionality of its various panels.

## TARGET AUDIENCE

Individuals interested in an overview of Adobe Dreamweaver CC 2015 tools, techniques, and options

## OBJECTIVES

### The Dreamweaver Interface

- start the course
- use the Properties panel in Adobe Dreamweaver CC 2015
- use the Files panel in Adobe Dreamweaver CC 2015
- create a new site using the Files panel in Adobe Dreamweaver CC 2015
- use the Insert panel in Adobe Dreamweaver CC 2015
- use the Assets panel in Adobe Dreamweaver CC 2015

### Panel

- use the Snippets panel in Adobe Dreamweaver CC 2015
- use the CSS Designer panel in Adobe Dreamweaver CC 2015
- use the Code Inspector in Adobe Dreamweaver CC 2015
- use the DOM panel in Adobe Dreamweaver CC 2015
- use the CSS Transitions panel in Adobe Dreamweaver CC 2015
- use the Behaviors panel in Adobe Dreamweaver CC 2015

### Practice: Using Panels

- work with panels in Adobe Dreamweaver CC 2015

ID

at\_adcc\_a03\_dt\_enus

Expected Duration (Minutes)

30

Prerequisites

None

# Adobe Dreamweaver CC 2015

## Browsers and HTML

### DESCRIPTION

Adobe Dreamweaver CC 2015 is a powerful web development application that can be used to develop single web pages or to create and manage entire web sites. In this course, you will learn about browsers and HTML tags in Adobe Dreamweaver CC 2015, including working with browsers, and using basic HTML tags.

### TARGET AUDIENCE

Individuals interested in an overview of Adobe Dreamweaver CC 2015 tools, techniques, and options

### OBJECTIVES

#### Working with Browsers

- start the course
- preview web pages in the default browser in Adobe Dreamweaver CC 2015
- edit the browser list in Adobe Dreamweaver CC 2015
- install a web server for use with Adobe Dreamweaver CC 2015
- use a testing server for document source in Adobe Dreamweaver CC 2015

#### Inserting Tags

- create tables in Adobe Dreamweaver CC 2015
- insert images in Adobe Dreamweaver CC 2015
- create DIVs in Adobe Dreamweaver CC 2015
- work with DIVs in Adobe Dreamweaver CC 2015
- create lists in Adobe Dreamweaver CC 2015
- create hyperlinks in Adobe Dreamweaver CC 2015
- create rollover images in Adobe Dreamweaver CC 2015

#### Practice: Create and Browse

- create basic HTML and preview it in a browser in Adobe Dreamweaver CC 2015

ID

at\_adcc\_a04\_dt\_enus

Expected Duration (Minutes)

30

Prerequisites

None



# Adobe Dreamweaver CC 2015 Web Design

## DESCRIPTION

Adobe Dreamweaver CC 2015 is a powerful web development application that can be used to develop single web pages or to create and manage entire websites. In this course, you will learn about web design in Adobe Dreamweaver CC 2015, including basic responsive design features, editing features, and working with media and design.

## TARGET AUDIENCE

Individuals interested in an overview of Adobe Dreamweaver CC 2015 tools, techniques, and options

## OBJECTIVES

### Responsive Design

- start the course
- use the scrubber with responsive designs in Adobe Dreamweaver CC 2015
- use the Visual Media Queries Bar with responsive designs in Adobe Dreamweaver CC 2015
- use Device Preview with responsive designs in Adobe Dreamweaver CC 2015
- create a fluid grid project in Adobe Dreamweaver CC 2015

### Editing Features

- use global Find and Replace in Adobe Dreamweaver CC 2015
- use mouse-over previews in Adobe Dreamweaver CC 2015
- use Emmet code completion in Adobe Dreamweaver CC 2015

### Media and Design

- work with video and audio tracks in Adobe Dreamweaver CC 2015
- manage fonts in Adobe Dreamweaver CC 2015
- clean up HTML code in Adobe Dreamweaver CC 2015
- use the Extract panel in Adobe Dreamweaver CC 2015

### Practice: Work with Media Queries

- create media queries in Adobe Dreamweaver CC 2015

ID

at\_adcc\_a05\_dt\_enus

Expected Duration (Minutes)

48

Prerequisites

None

# Adobe Captivate 9: Getting Started

## DESCRIPTION

Adobe Captivate 9 is a tool for developing responsive interactive content. It can be used to develop courses from scratch as well as record on-screen software activities. In this course, you will learn basic tasks in Adobe Captivate 9 such as creating a responsive project, using the timeline, applying themes, adding assets, adding Multi-State Objects, and working with SVG files.

ID

at\_adcn\_a01\_dt\_enus

Expected Duration (Minutes)

57

## TARGET AUDIENCE

Individuals interested in learning how to use Adobe Captivate 9 to create training content and presentations

Prerequisites

None

## OBJECTIVES

### Getting Started

- start the course
- work with the interface and specify preferences in Adobe Captivate 9
- configure project preview options for responsive design in Adobe Captivate 9
- work with the timeline to control timing in Adobe Captivate 9

### Creating Projects

- create new projects in Adobe Captivate 9
- create an Adobe Captivate 9 project file by importing a PowerPoint file
- create a responsive project in Adobe Captivate 9
- access and use free eLearning assets in Adobe Captivate 9
- add and organize slides in Adobe Captivate 9

### Adding Content

- insert text captions in Adobe Captivate 9
- add images in Adobe Captivate 9
- edit images in Adobe Captivate 9
- work with SVG files in Adobe Captivate 9
- work with Rollover objects in Adobe Captivate 9

### Practice: Create a New Project

- create a new project and add content in Adobe Captivate 9

# Adobe Captivate 9: Media and Recording

## DESCRIPTION

Adobe Captivate 9 is a tool for developing responsive interactive content. It can be used to develop courses from scratch as well as record on-screen software activities. In this course, you will learn how to work with recordings and enhance your project with media such as animations, video, and audio.

## TARGET AUDIENCE

Individuals interested in learning how to use Adobe Captivate 9 to create training content and presentations

## OBJECTIVES

### E-Learning Assets

- start the course
- install e-learning assets in Adobe Captivate 9
- insert characters in Adobe Captivate 9
- work with multi-state objects in Adobe Captivate 9
- animate characters in Adobe Captivate 9

### Working with Media

- apply themes to responsive projects in Adobe Captivate 9
- insert video in Adobe Captivate 9
- edit video in Adobe Captivate 9
- insert animations in Adobe Captivate 9
- insert audio in Adobe Captivate 9

### Software Simulations

- record software simulations in Adobe Captivate 9
- work with demos, assessments, and training in Adobe Captivate 9
- set up and record a video demo in Adobe Captivate 9
- record narration in Adobe Captivate 9

### Practice: Creating Software Simulations

- record a software simulation in Adobe Captivate 9

ID

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Expected Duration (Minutes)

66

Prerequisites

None

# Adobe Captivate 9: Questions and Pools

## DESCRIPTION

Adobe Captivate 9 is a tool for developing responsive interactive content. It can be used to develop courses from scratch as well as record on-screen software activities. In this course, you will learn how to insert different question types and use question pools.

## TARGET AUDIENCE

Individuals interested in learning how to use Adobe Captivate 9 to create training content and presentations

## OBJECTIVES

### Introduction to Questions

- start the course
- insert question slides in Adobe Captivate 9
- insert multiple choice questions in Adobe Captivate 9
- insert fill-in-the-blank questions in Adobe Captivate 9
- insert short answer questions in Adobe Captivate 9

### Working with Questions

- insert matching questions in Adobe Captivate 9
- insert hotspot questions in Adobe Captivate 9
- insert sequence questions in Adobe Captivate 9
- insert rating scale questions in Adobe Captivate 9

### Question Pools

- create and access question pools in Adobe Captivate 9
- access slides from the question pool manager in Adobe Captivate 9
- generate random questions from the question pool manager in Adobe Captivate 9
- activate and use quiz review in Adobe Captivate 9
- insert Knowledge Check slides to test learner comprehension through non-quiz questions in Adobe Captivate 9

### Practice: Designing Questions

- create questions for a project in Adobe Captivate 9

ID

at\_adcn\_a03\_dt\_enus

Expected Duration (Minutes)

62

Prerequisites

None

# Adobe Captivate 9: Publishing and Actions

## DESCRIPTION

Adobe Captivate 9 is a tool for developing responsive interactive content. It can be used to develop courses from scratch as well as record on-screen software activities. In this course, you will learn how to publish projects as well as work with effects, rollovers, and drag and drop. You'll also learn how to create user interactions.

## TARGET AUDIENCE

Individuals interested in learning how to use Adobe Captivate 9 to create training content and presentations

## OBJECTIVES

### Previewing and Publishing

- start the course
- publish Adobe Captivate 9 test results on a server
- publish an Adobe Captivate 9 project for use on multiple devices
- publish courses to Adobe Captivate Prime
- use the SCORM Cloud to test files for SCORM compliance in Adobe Captivate 9
- apply Geolocation into your projects in Adobe Captivate 9

### Creating Effects

- create mouse effects in Adobe Captivate 9
- create zoom areas in Adobe Captivate 9
- create Web objects in Adobe Captivate 9
- align objects in Adobe Captivate 9
- create highlight boxes in Adobe Captivate 9
- create drag and drop elements in Adobe Captivate 9

### Actions and Interactions

- validate user input in Adobe Captivate 9
- insert and use click boxes in Adobe Captivate 9

### Practice: Configuring Projects

- enhance a project in Adobe Captivate 9

ID

at\_adcn\_a04\_dt\_enus

Expected Duration (Minutes)

66

Prerequisites

None

# Adobe Edge Animate CC: Exploring the Interface

## DESCRIPTION

Edge Animate is a powerful animation tool used to deliver interactivity and animation. This course provides an overview of the user interface layout of Adobe Edge Animate CC, the workspace, and associated elements. It also provides an introduction to creating animations and using artwork. This course is one of a series in the SkillSoft learning path that covers Adobe Edge Animate CC.

## TARGET AUDIENCE

End users at all levels of an enterprise, especially designers and web developers, seeking to attain proficiency in Adobe Edge Animate CC to deliver quality compositions to the browser and various devices.

## OBJECTIVES

### Introduction to Edge Animate

- start the course
- identify the role of Edge Animate CC within the Adobe family
- recognize the installation requirements for Edge Animate
- recognize Edge Animate file extensions

### The Edge Animate Workspace

- identify the Edge Animate workspace and locate element properties
- locate the Edge Animate Stage and its various properties
- recognize element examples and manage objects using the Properties panel in Edge Animate
- recognize the Timeline components and function within the Edge Animate workspace
- use the Library to import images and to create, access, and nest symbols in Edge Animate
- use tools to create, select, and modify objects on the Stage in Edge Animate
- manipulate panels by resizing, moving, floating, undocking, and grouping in Edge Animate
- create and edit a custom workspace in Edge Animate

### Creating and Compiling an Animation

- compile an animation in Edge Animate
- recognize how graphic files are imported in Edge Animate

ID

at\_adea\_a01\_it\_enus

Expected Duration (Minutes)

76

Prerequisites

None

- 
- preview animations created in Edge Animate in a browser

## **Adding Cursor Attributes**

- identify the cursor interactivity types available in Edge Animate
- add a cursor attribute to a button

## **Practice: Using Edge Animate Workspace**

- create an animation in Edge Animate

# Adobe Edge Animate CC: Creating and Animating Artwork

## DESCRIPTION

Setting and customizing stage elements is a vital skill in order to produce animations productively in Edge Animate. This course focuses on controlling elements on the stage, modifying properties, and drawing using the Transform tool. This course is one of a series in the SkillSoft learning path that covers Adobe Edge Animate CC.

## TARGET AUDIENCE

End users at all levels of an enterprise, especially designers and web developers, seeking to attain proficiency in Adobe Edge Animate CC to deliver quality compositions to the browser and various devices.

## OBJECTIVES

### Elements on the Stage

- start the course
- manipulate stage width and height properties in Edge Animate
- select a background color using the color picker swatch in Edge Animate and edit the stage zoom options
- apply gradients to the stage background and rotate them by manipulating CSS properties in Edge Animate
- work with the Min W and Max W width options as a percentage or pixels in Edge Animate
- use the Overflow menu to hide elements and scroll options in Edge Animate
- use Autoplay and JavaScript triggers to run an animation in Edge Animate

### Edge Animate Drawing Tools

- create a rectangle and configure its properties in Edge Animate
- select, cut, copy, and paste created or imported objects in Edge Animate
- describe the color models in Edge Animate
- use the transform properties and tool in Edge Animate
- use the clipping animation effect to expose or cover an onscreen element

### Relationship between Elements

- use the Smart Guides, Unlock or Lock Guides, and the ruler to set elements on the stage in Edge Animate
- set the Arrange, Alignment, and Distribute Element properties in Edge Animate

ID

at\_adea\_a02\_it\_enus

Expected Duration (Minutes)

63

Prerequisites

None





## Practice: Working with Stage Elements

- add elements to the stage and manipulate them in Edge Animate

# Adobe Edge Animate CC: Importing Artwork, Text Animation and Typeface Properties

ID

at\_adea\_a03\_it\_enus

## DESCRIPTION

Recognizing file formats when importing artwork requires basic understanding. More advanced customizations such as importing artwork, font properties, and HTML tags are also included in this course. This course is one of a series in the SkillSoft learning path that covers Adobe Edge Animate CC.

Expected Duration (Minutes)

62

Prerequisites

None

## TARGET AUDIENCE

End users at all levels of an enterprise, especially designers and web developers, seeking to attain proficiency in Adobe Edge Animate CC to deliver quality compositions to the browser and various devices.

## OBJECTIVES

### Importing Artwork

- start the course
- recognize the file formats and types used in Edge Animate
- import graphic files into Edge Animate
- create a slideshow and hide elements using Edge Animate

### Formatting and Working with Text

- use the Text subpanel to change text-specific properties and audience web-specific fonts in Edge Animate
- locate host web fonts and add them to a collection in Edge Animate
- create a positioning template and use the template as a drop shadow effect in Edge Animate
- use the properties of text, such as the transform property to change the motion of text on the stage
- describe available HTML tags in Edge Animate

### Practice: Transition, Symbol, and Typeface

- create a transition and a symbol in Edge Animate

# Adobe Edge Animate CC: Transitions, Symbols, and Synchronizing Motion

ID

at\_adea\_a04\_it\_enus

## DESCRIPTION

Timing is critical when creating animation transitions. This course examines transitions and ways to modify them. In addition, it covers how to create a set of self-contained behaviors, timelines, and graphics, called symbols. The course also touches on synchronizing animation elements. This course is one of a series in the SkillSoft learning path that covers Adobe Edge Animate CC.

Expected Duration (Minutes)

58

Prerequisites

None

## TARGET AUDIENCE

End users at all levels of an enterprise, especially designers and web developers, seeking to attain proficiency in Adobe Edge Animate CC to deliver quality compositions to the browser and various devices.

## OBJECTIVES

### Adding Animation to Create Moving Parts

- start the course
- create manual and auto keyframes for elements on the stage in Edge Animate
- identify problematic keyframes in Edge Animate
- manipulate shapes using the corners keyframe and master radii control points in Edge Animate

### Transitions in Edge Animate

- change property values to move from one value to another without gradual transition in Edge Animate
- enable the Auto-Keyframe and Auto-Transition modes to create keyframes in Edge Animate
- extend the length of a transition using the Insert Time command in Edge Animate
- use the easing motion and reverse motion techniques in Edge Animate

### The Symbol Timeline

- work with animated symbols in Edge Animate
- create a button symbol to open a web page in Edge Animate
- use the Group Elements in DIV command on grouped objects in Edge Animate
- create a button symbol with a rollover action in Edge Animate

- 
- synchronize animation elements in Edge Animate

### **Practice: Adding Keyframes, Working with Transitions and Synchronizing Elements**

- create Animation Keyframes, edit Transitions using motions, and create a button with a rollover action

# Adobe Edge Animate CC: Interactive Compositions

## DESCRIPTION

The World Wide Web is interactive, which allows the use of special features in Edge Animate to develop animation easily for publishing. Edge Animate converts projects into JavaScript code automatically but some customization is necessary for more complex actions. This course covers interactivity within Adobe Edge Animate CC and introduces terminology surrounding triggers, events, and actions, with an emphasis on learning about code structure in JavaScript. This course is one of a series in the SkillSoft learning path that covers Adobe Edge Animate CC.

ID

at\_adea\_a05\_it\_enus

Expected Duration (Minutes)

76

Prerequisites

None

## TARGET AUDIENCE

End users at all levels of an enterprise, especially designers and web developers, seeking to attain proficiency in Adobe Edge Animate CC to deliver quality compositions to the browser and various devices.


## OBJECTIVES

### Creating an Interactive Composition

- start the course
- identify three main steps when creating interactivity in Edge Animate
- recognize JavaScript project dependency in Edge Animate
- recognize how jQuery is used to provide control within layers in Edge Animate
- use triggers, events, and actions in Edge Animate
- set an automatic triggered action on the timeline and stage in Edge Animate
- recognize that labels and triggers work together in Edge Animate
- create a loop and edit, move, and delete triggers in Edge Animate
- add code to move the playhead to different elements on the timeline and manipulate elements using mouse cursor interactions in Edge Animate

### Syntax, Events, and Actions

- recognize the code structure in JavaScript
- add thumbnails to the stage in Edge Animate
- use the timeline to insert actions and events in Edge Animate
- add buttons and use triggers and actions in Edge Animate to give the user control when playing the animation in a browser
- recognize the triggers in Edge Animate to develop projects for iPhones and Android devices
- create callouts for objects and add triggers and actions in Edge Animate

- 
- preview and test triggers and actions created in Edge Animate

### **Practice: Creating Interactive Compositions**

- create an interactive composition in Edge Animate

# Adobe Edge Animate CC: Publishing Compositions

## DESCRIPTION

Compositions are designed in Adobe Edge Animate but the final product requires viewing in a web browser. With a multitude of browsers and devices in use today, it's not possible to be fully in control of a user's viewing experience. This course covers how to control the output of a composition so that the output satisfies end-user viewing. This course is one of a series in the SkillSoft learning path that covers Adobe Edge Animate CC.

## TARGET AUDIENCE

End users at all levels of an enterprise, especially designers and web developers, seeking to attain proficiency in Adobe Edge Animate CC to deliver quality compositions to the browser and various devices.

## OBJECTIVES

### Publishing Compositions

- start the course
- import an image as the stage background in Edge Animate
- set background image and the stage to take full advantage of the browser dimensions in Edge Animate
- create graphics in Edge Animate that automatically resize within different browser windows
- set minimum and maximum widths for elements to eliminate poor stretching and scrunching of elements in Edge Animate
- slice larger images into small parts and handle the parts as symbols in Edge Animate

### Responsive Design Techniques

- set the property of the width and height units in Edge Animate
- apply view and position settings to scale the position of various elements on the stage in Edge Animate

### Creating a Preloader Graphic

- recognize the importance of a preloader graphic in Edge Animate
- insert and position a preloader clipart onto the stage in Edge Animate
- create a down-level stage in Edge Animate to accommodate browsers that have difficulty viewing animated pages

ID

at\_adea\_a06\_it\_enus

Expected Duration (Minutes)

45

Prerequisites

None



## Publish Settings

- recognize how the publish folder works in Edge Animate
- publish a composition as a web page using the relevant publishing settings in Edge Animate

## Practice: Using Responsive Publishing

- set the publishing properties and publish a composition in Edge Animate



# Adobe Edge Animate CC: Working with Video and Audio

## DESCRIPTION

HTML5 video provides a completely different way of creating web video. No longer requiring plug-ins in order to play audio or video is a benefit of using Edge Animate. This course looks at how to satisfy multiple browsers when using HTML5 and the different media types that are required for web video and audio. This course is one of a series in the SkillSoft learning path that covers Adobe Edge Animate CC.

## TARGET AUDIENCE

End users at all levels of an enterprise, especially designers and web developers, seeking to attain proficiency in Adobe Edge Animate CC to deliver quality compositions to the browser and various devices.

## OBJECTIVES

### Working with Video

- start the course
- differentiate between codecs and change media extensions in Edge Animate
- use HTML5 video in Edge Animate
- define and use the HTML video tag in Edge Animate
- import assets to create a custom video player in Edge Animate

### Working with Sound

- recognize the audio file types Edge Animate accepts for import
- configure audio for playback on multiple devices in Edge Animate
- access the Actions editor to edit a trigger for audio in Edge Animate
- recognize the syntax structure of audio playback within the code window as well as identify event, method, object, and actions of HTML audio elements, and properties after publishing
- create HTML audio elements, methods, properties, and events within Edge Animate
- identify audio attributes available in Edge Animate
- add audio from the Library panel and set playback properties in Edge Animate
- add the autoplay attribute to initiate playback on click in Edge Animate

### Practice: Working with Video and Audio

- configure HTML5 video in Edge Animate

ID

at\_adea\_a07\_it\_enus

Expected Duration (Minutes)

65

Prerequisites

None

# Adobe Illustrator CC 2015

## Introduction and New Features

### DESCRIPTION

Adobe Illustrator sets the standard for design and illustration, and it's used by graphic designers to create stunning original artwork. Illustrator is very flexible and you can create designs that range from simple illustrations to complex designs such as logos and web banners, and even brochures, ads, and posters. Adobe Illustrator CC 2015 represents the next generation in this long-standing application, preserving the finesse and ease of its predecessors while adding some powerful new features. In this course, you will be introduced to performing basic tasks in Adobe Illustrator CC 2015 such as working with toolbars, tabs, palettes, and preferences. You will also learn about new features including Creative Cloud Charts, Illustrator Libraries, Stock Art, and linked assets.

ID

at\_aicc\_a01\_dt\_enus

Expected Duration (Minutes)

38

Prerequisites

None

### TARGET AUDIENCE

Individuals interested in learning how to perform basic tasks in Adobe Illustrator CC 2015

### OBJECTIVES

#### Introduction to Adobe Illustrator CC 2015

- start the course
- work with the toolbars and panels in Adobe Illustrator CC 2015
- arrange the tabbed documents in Adobe Illustrator CC 2015
- work with and configure the panels and palettes in Adobe Illustrator CC 2015
- work with the context-sensitive Control panel in Adobe Illustrator CC 2015
- modify the preferences in Adobe Illustrator CC 2015
- use the layers in Adobe Illustrator CC 2015

#### New Features

- access stock art in Adobe Illustrator CC 2015
- create new libraries and add assets in Adobe Illustrator CC 2015
- use the linked assets to keep files up to date in Adobe Illustrator CC 2015
- access the Creative Cloud Charts in Adobe Illustrator CC 2015

#### Practice: Get to Know Illustrator

- work with Adobe Illustrator CC 2015

# Adobe Illustrator CC 2015

## Fundamentals

### DESCRIPTION

Adobe Illustrator sets the standard for design and illustration, and it's used by graphic designers to create stunning original artwork. Illustrator is very flexible and you can create designs that range from simple illustrations to complex designs such as logos and web banners, and even brochures, ads, and posters. Adobe Illustrator CC 2015 represents the next generation in this long-standing application, preserving the finesse and ease of its predecessors while adding some powerful new features. In this course, you will be introduced to performing basic tasks in Adobe Illustrator CC 2015 such as creating new documents, working with files, using templates, navigating, and configuring workspaces.

ID

at\_aicc\_a02\_dt\_enus

Expected Duration (Minutes)

42

Prerequisites

None

### TARGET AUDIENCE

Individuals interested in an overview of Adobe Illustrator CC 2015 features and options

### OBJECTIVES

#### Design Basics

- start the course
- work with vector art in Adobe Illustrator CC 2015
- configure the workspaces in Adobe Illustrator CC 2015
- use the rulers and guides in Adobe Illustrator CC 2015
- configure and use the grid in Adobe Illustrator CC 2015

#### Files and Navigation

- create new documents in Adobe Illustrator CC 2015
- edit the artboards in Adobe Illustrator CC 2015
- navigate the workspace in Adobe Illustrator CC 2015
- zoom the artboards on the fly in Adobe Illustrator CC 2015
- work with the file types in Adobe Illustrator CC 2015
- create new documents from templates in Adobe Illustrator CC 2015

#### Practice: Navigate Documents

- create an Adobe Illustrator CC 2015 document and prepare it for drawing

# Drawing in Adobe Illustrator CC 2015

## DESCRIPTION

Adobe Illustrator sets the standard for design and illustration, and it is used by graphic designers to create stunning original artwork. Illustrator is very flexible and you can create designs that range from simple illustrations to complex designs like logos and web banners, and even brochures, ads, and posters. Adobe Illustrator CC 2015 represents the next generation in this long-standing application, preserving the finesse and ease of its predecessors while adding some powerful new features. In this course, you will learn about essential Adobe Illustrator CC 2015 tools including the paintbrush, pencil, magic wand, and pen. You will also learn fundamental techniques such as drawing, selecting, setting fill and stroke, and using colors.

## TARGET AUDIENCE

Individuals interested in an overview of Adobe Illustrator CC 2015 features and options

## OBJECTIVES

### Drawing Basics

- start the course
- use the Line Segment tool in Adobe Illustrator CC 2015
- use the Rectangle tool in Adobe Illustrator CC 2015
- use the Paintbrush tool in Adobe Illustrator CC 2015
- use the Pencil tool in Adobe Illustrator CC 2015
- use the Selection tools in Adobe Illustrator CC 2015
- work with Smart Guides in Adobe Illustrator CC 2015

### Editing Basics

- select and modify objects on the fly using the Ctrl key in Adobe Illustrator CC 2015
- modify Stroke and Fill in Adobe Illustrator CC 2015
- work with color in Adobe Illustrator CC 2015
- use draw modes in Adobe Illustrator CC 2015
- work with anchor points and curves in Adobe Illustrator CC 2015
- use copy and paste to replicate objects in Adobe Illustrator CC 2015

### Practice: Draw in Illustrator

ID

at\_aicc\_a03\_dt\_enus

Expected Duration (Minutes)

30

Prerequisites

None



- create objects and text with Adobe Illustrator CC 2015

# Working with Text in Adobe Illustrator CC 2015

## DESCRIPTION

Adobe Illustrator sets the standard for design and illustration, and it's used by graphic designers to create stunning original artwork. Illustrator is very flexible and you can create designs that range from simple illustrations to complex designs like logos and web banners, and even brochures, ads, and posters. Adobe Illustrator CC 2015 represents the next generation in this long-standing application, preserving the finesse and ease of its predecessors while adding some powerful new features. This course introduces learners to essential Adobe Illustrator CC 2015 basic and advanced text features such as working with text, using simple and paragraph text, and placing text.

## TARGET AUDIENCE

Individuals interested in an overview of Adobe Illustrator CC 2015 features and options

## OBJECTIVES

### Text Essentials

- start the course
- create type in Adobe Illustrator CC 2015
- create Area Type in Adobe Illustrator CC 2015
- place text from a file in Adobe Illustrator CC 2015
- use typesetting features in Adobe Illustrator CC 2015

### Advanced Text Features

- thread text between frames of a file in Adobe Illustrator CC 2015
- use the Area Type tool in Adobe Illustrator CC 2015
- place text on a path in Adobe Illustrator CC 2015
- use the Touch Type tool in Adobe Illustrator CC 2015
- convert text to curves in Adobe Illustrator CC 2015

### Practice: Text in Illustrator

- work with text in Adobe Illustrator CC 2015

ID

at\_aicc\_a04\_dt\_enus

Expected Duration (Minutes)

30

Prerequisites

None

# Adobe Illustrator CC 2015 Tools

## DESCRIPTION

Adobe Illustrator sets the standard for design and illustration, and it's used by graphic designers to create stunning original artwork. Illustrator is very flexible and you can create designs that range from simple illustrations to complex designs like logos and web banners, and even brochures, ads, and posters. Adobe Illustrator CC 2015 represents the next generation in this long-standing application, preserving the finesse and ease of its predecessors while adding some powerful new features. This course shows learners how to work with various tools in order to create shapes, erase, cut, slice, and select in Adobe Illustrator CC 2015.

ID

at\_aicc\_a05\_dt\_enus

Expected Duration (Minutes)

30

Prerequisites

None

## TARGET AUDIENCE

Individuals interested in an overview of Adobe Illustrator CC 2015 features and options

## OBJECTIVES

### Basic Tools

- start the course
- use the Arc tool in Adobe Illustrator CC 2015
- use the Spiral tool in Adobe Illustrator CC 2015
- use the Rectangular Grid tool in Adobe Illustrator CC 2015
- use the Polar Grid tool in Adobe Illustrator CC 2015
- use the Polygon tool in Adobe Illustrator CC 2015
- use the Star tool in Adobe Illustrator CC 2015

### Essential Tools

- use the Flare tool in Adobe Illustrator CC 2015
- use the Magic Wand tool in Adobe Illustrator CC 2015
- use the Lasso tool in Adobe Illustrator CC 2015
- use the Eraser Tool in Adobe Illustrator CC 2015
- use the Scissors tool in Adobe Illustrator CC 2015
- use the Knife tool in Adobe Illustrator CC 2015

### Practice: Illustrator Tools

- use tools with Adobe Illustrator CC 2015

# Adobe Illustrator CC 2015 Working with the Pen Tools and Objects

## DESCRIPTION

Adobe Illustrator sets the standard for design and illustration, and it's used by graphic designers to create stunning original artwork. Illustrator is very flexible and you can create designs that range from simple illustrations to complex designs like logos and web banners, and even brochures, ads, and posters. Adobe Illustrator CC 2015 represents the next generation in this long-standing application, preserving the finesse and ease of its predecessors while adding some powerful new features. The course shows learners how to use the Pen tools, create compound paths, use free transform, edit curves, rotate and reflect, and create transparency. This course also shows how to scale, shear, and reshape objects.

ID

at\_aicc\_a06\_dt\_enus

Expected Duration (Minutes)

30

Prerequisites

None

## TARGET AUDIENCE

Individuals interested in an overview of Adobe Illustrator CC 2015 features and options

## OBJECTIVES

### The Pen Tools

- start the course
- create complex paths with the Pen tool in Adobe Illustrator CC 2015
- add and remove anchor points to paths in Adobe Illustrator CC 2015
- use the Curvature tool in Adobe Illustrator CC 2015
- convert anchor points in Adobe Illustrator CC 2015
- join and break apart paths in Adobe Illustrator CC 2015

### Organizing Objects

- align and distribute objects in Adobe Illustrator CC 2015
- arrange objects in Adobe Illustrator CC 2015
- group and ungroup objects in Adobe Illustrator CC 2015

### Transforming Objects

- use the Free Transform tool in Adobe Illustrator CC 2015
- use Rotate and Reflect in Adobe Illustrator CC 2015
- apply Scale, Shear, and Reshape settings in Adobe Illustrator CC 2015
- create transparency in Adobe Illustrator CC 2015

### Practice: Objects in Illustrator





- transform objects in Adobe Illustrator CC 2015

# Adobe Illustrator CC 2015

## Gradients and Bitmap Images

### DESCRIPTION

Adobe Illustrator sets the standard for design and illustration, and it's used by graphic designers to create stunning original artwork. Illustrator is very flexible and you can create designs that range from simple illustrations to complex designs like logos and web banners, and even brochures, ads, and posters. Adobe Illustrator CC 2015 represents the next generation in this long-standing application, preserving the finesse and ease of its predecessors while adding some powerful new features. This course introduces learners on how to work with Bitmap images and create unique effects such as drop shadows, gradients and blending objects.

### TARGET AUDIENCE

Individuals interested in an overview of Adobe Illustrator CC 2015 features and options

### OBJECTIVES

#### Fills and Blends

- start the course
- use the Eyedropper tool to select colors in Adobe Illustrator CC 2015
- create and modify gradient fills in Adobe Illustrator CC 2015
- use the Blend tool in Adobe Illustrator CC 2015
- use the Live Paint tool in Adobe Illustrator CC 2015
- create drop shadows in Adobe Illustrator CC 2015

#### Working with Bitmap Images

- place the bitmap images into Adobe Illustrator CC 2015
- apply effects to bitmaps in Adobe Illustrator CC 2015
- edit bitmaps in Adobe Illustrator CC 2015
- trace bitmaps in Adobe Illustrator CC 2015

#### Practice: Gradients and Bitmaps

- place the bitmap images and modify them in Adobe Illustrator CC 2015

ID

at\_aicc\_a07\_dt\_enus

Expected Duration (Minutes)

30

Prerequisites

None

# Adobe Illustrator CC 2015

## Advanced Tools and Effects

### DESCRIPTION

Adobe Illustrator sets the standard for design and illustration, and it is used by graphic designers to create stunning original artwork. Illustrator is very flexible and you can create designs that range from simple illustrations to complex designs like logos and web banners, and even brochures, ads, and posters. Adobe Illustrator CC 2015 represents the next generation in this long-standing application, preserving the finesse and ease of its predecessors while adding some powerful new features. This course introduces learners to using some advanced tools and effects in Adobe Illustrator CC 2015, including crystallizing and wrinkling, puckering, bloating, and scalloping; using artboards, the blob brush, line art, and symbols tools. This course also demonstrates how to use the touch type tool, mesh tool, and perspectives tools in Adobe Illustrator CC 2015.

### TARGET AUDIENCE

Individuals interested in an overview of Adobe Illustrator CC 2015 features and options

### OBJECTIVES

#### Advanced Tools

- start the course
- use the graphing tools in Adobe Illustrator CC 2015
- use the Blob brush tool in Adobe Illustrator CC 2015
- use the Width, Warp, and Twirl tools in Adobe Illustrator CC 2015
- use the Pucker, Bloat, and Scallop tools in Adobe Illustrator CC 2015
- use the Crystallize and Wrinkle tools in Adobe Illustrator CC 2015
- use the Symbol Sprayer and Symbol tools in Adobe Illustrator CC 2015
- use the Mesh tool in Adobe Illustrator CC 2015
- use the Shape Builder tool in Adobe Illustrator CC 2015

#### Advanced Techniques

- use Illustrator Effects in Adobe Illustrator CC 2015
- isolate objects for editing in Adobe Illustrator CC 2015
- create clipping masks in Adobe Illustrator CC 2015
- use the Perspective Grid Tool in Adobe Illustrator CC 2015

#### Practice: Advanced Illustrator Tools

ID

at\_aicc\_a08\_dt\_enus

Expected Duration (Minutes)

50

Prerequisites

None



- use the advanced tools in Adobe Illustrator CC 2015

# Adobe InDesign CC 2015

## Fundamentals

### DESCRIPTION

Adobe InDesign CC 2015 is a professional-grade desktop publishing application, used by graphics professionals and novices alike to create page layouts. Integrated with Adobe's other two flagship applications – Photoshop and Illustrator – InDesign can be used to create small documents such as brochures and newsletters, or very large publications such as books and manuals. In this course, you will be introduced to basic tools and features including new features, the toolbars and tabs, navigating and configuring workspaces, and applying color and stroke.

ID

at\_aind\_a01\_dt\_enus

Expected Duration (Minutes)

58

Prerequisites

None

### TARGET AUDIENCE

Individuals interested in an overview of Adobe InDesign CC 2015 tools, techniques, and options

### OBJECTIVES

#### Introduction to Adobe InDesign CC 2015

- start the course
- work with the toolbars and panels in Adobe InDesign CC 2015
- arrange the tabbed documents in Adobe InDesign CC 2015
- work with and configure the panels and palettes in Adobe InDesign CC 2015
- work with the context-sensitive control panel in Adobe InDesign CC 2015
- modify the preferences in Adobe InDesign CC 2015

#### New Features

- use the Stock and CC Libraries in Adobe InDesign CC 2015
- use the performance enhancement features in Adobe InDesign CC 2015
- insert images in table cells in Adobe InDesign CC 2015
- publish online in Adobe InDesign CC 2015

#### Getting Started

- configure and save the workspaces in Adobe InDesign CC 2015
- apply stroke and fill in Adobe InDesign CC 2015
- work with color in Adobe InDesign CC 2015

#### Practice: Get to Know InDesign

- navigate and work with documents in Adobe InDesign CC 2015

# Adobe InDesign CC 2015 Basic Navigation and Tools

## DESCRIPTION

Adobe InDesign CC 2015 is a professional-grade desktop publishing application, used by graphics professionals and novices alike to create page layouts. Integrated with Adobe's other two flagship applications – Photoshop and Illustrator – InDesign can be used to create small documents like brochures and newsletters, or very large publications like books and manuals. In this course, you will be introduced to tools and techniques including navigating and configuring workspaces, creating new documents, working with guides and rulers, and object tools such as the Pen and Pencil.

ID

at\_aind\_a02\_dt\_enus

Expected Duration (Minutes)

60

Prerequisites

None

## TARGET AUDIENCE

Individuals interested in an overview of Adobe InDesign CC 2015 tools, techniques, and options

## OBJECTIVES

### Documents and Navigation

- start the course
- create new documents in Adobe InDesign CC 2015
- zoom on the fly in Adobe InDesign CC 2015
- navigate documents in Adobe InDesign CC 2015
- work with rulers and create guides in Adobe InDesign CC 2015
- display and customize grids in Adobe InDesign CC 2015

### Basic Editing

- use the smart guides in Adobe InDesign CC 2015
- split the layout view in Adobe InDesign CC 2015
- use the selection tools in Adobe InDesign CC 2015
- select multiple objects in Adobe InDesign CC 2015

### Object Tools

- use the basic object tools in Adobe InDesign CC 2015
- create complex paths with the pen tools in Adobe InDesign CC 2015
- use the pencil tools in Adobe InDesign CC 2015

### Practice: Editing InDesign Documents



- navigate and work with documents in Adobe InDesign CC 2015

# Working with Images and Exporting Files in Adobe InDesign CC 2015

## DESCRIPTION

Adobe InDesign CC 2015 is a professional-grade desktop publishing application, used by graphics professionals and novices alike to create page layouts. Integrated with Adobe's other two flagship applications – Photoshop and Illustrator – InDesign can be used to create small documents like brochures and newsletters, or very large publications like books and manuals. In this course, you will be introduced to working with images, advanced image editing techniques, and importing and exporting files.

ID

at\_aind\_a03\_dt\_enus

Expected Duration (Minutes)

27

Prerequisites

None

## TARGET AUDIENCE

Individuals interested in an overview of Adobe InDesign CC 2015 tools, techniques, and options

## OBJECTIVES

### Working with Images

- start the course
- place images in Adobe InDesign CC 2015
- position images in Adobe InDesign CC 2015
- resize images in Adobe InDesign CC 2015

### Advanced Image Techniques

- fit images in Adobe InDesign CC 2015
- place images into irregular shapes in Adobe InDesign CC 2015
- anchor images in text frames in Adobe InDesign CC 2015
- wrap text around objects in Adobe InDesign CC 2015

### Importing and Exporting Files

- collect and place content in Adobe InDesign CC 2015
- export files in Adobe InDesign CC 2015
- work with links in Adobe InDesign CC 2015

### Practice: Images and Files in InDesign

- work with images and tools in Adobe InDesign CC 2015



# Working with Objects and Editing Tools in Adobe InDesign CC 2015

## DESCRIPTION

Adobe InDesign CC 2015 is a professional-grade desktop publishing application, used by graphics professionals and novices alike to create page layouts. Integrated with Adobe's other two flagship applications – Photoshop and Illustrator – InDesign can be used to create small documents like brochures and newsletters, or very large publications like books and manuals. In this course, you will be introduced to editing tools and organizing techniques such as arranging, aligning, and grouping.

## TARGET AUDIENCE

Individuals interested in an overview of Adobe InDesign CC 2015 tools, techniques, and options

## OBJECTIVES

### Editing Tools

- start the course
- use the Scissors tool in Adobe InDesign CC 2015
- use the Transform tool group in Adobe InDesign CC 2015
- use the Gradient Swatch tool in Adobe InDesign CC 2015
- use the Gradient Feather tool in Adobe InDesign CC 2015
- place text on a path in Adobe InDesign CC 2015
- apply effects in Adobe InDesign CC 2015

### Working with Objects

- apply object transformations in Adobe InDesign CC 2015
- arrange objects in Adobe InDesign CC 2015
- align and distribute objects in Adobe InDesign CC 2015
- adjust gaps between objects in Adobe InDesign CC 2015
- group objects in Adobe InDesign CC 2015

### Practice: Objects and Editing

- use basic tools and work with pages in Adobe InDesign CC 2015

ID

at\_aind\_a04\_dt\_enus

Expected Duration (Minutes)

37

Prerequisites

None

# Working with Text in Adobe InDesign CC 2015

## DESCRIPTION

Adobe InDesign CC 2015 is a professional-grade desktop publishing application, used by graphics professionals and novices alike to create page layouts. Integrated with Adobe's other two flagship applications – Photoshop and Illustrator – InDesign can be used to create small documents like brochures and newsletters, or very large publications like books and manuals. In this course, you will learn about basic design in Adobe InDesign CC 2015, including the typesetting basics and how to add and edit text.

ID

at\_aind\_a05\_dt\_enus

Expected Duration (Minutes)

33

Prerequisites

None

## TARGET AUDIENCE

Individuals interested in an overview of Adobe InDesign CC 2015 tools, techniques, and options

## OBJECTIVES

### Working with Text

- start the course
- create text frames to place text in Adobe InDesign CC 2015
- place text files in Adobe InDesign CC 2015
- add column guides in Adobe InDesign CC 2015
- place text files in linked frames in Adobe InDesign CC 2015
- link text frames in Adobe InDesign CC 2015
- modify paragraph settings in Adobe InDesign CC 2015

### Typesetting Basics

- modify paragraph settings in Adobe InDesign CC 2015
- modify leading, kerning, and tracking in Adobe InDesign CC 2015
- modify text scaling, skewing, and baseline text in Adobe InDesign CC 2015
- create drop caps in Adobe InDesign CC 2015

### Practice: Text in InDesign

- work with text in Adobe InDesign CC 2015

# Working with Pages in Adobe InDesign CC 2015

## DESCRIPTION

Adobe InDesign CC 2015 is a professional-grade desktop publishing application, used by graphics professionals and novices alike to create page layouts. Integrated with Adobe's other two flagship applications – Photoshop and Illustrator – InDesign can be used to create small documents like brochures and newsletters, or very large publications like books and manuals. In this course, you will learn about the advanced features in Adobe InDesign CC 2015, including advanced page options and tools.

ID

at\_aind\_a06\_dt\_enus

Expected Duration (Minutes)

39

Prerequisites

None

## TARGET AUDIENCE

Individuals interested in an overview of Adobe InDesign CC 2015 tools, techniques, and options

## OBJECTIVES

### Working with Pages

- start the course
- use single and facing pages in Adobe InDesign CC 2015
- add, remove, and organize pages in Adobe InDesign CC 2015
- use the Page tool in Adobe InDesign CC 2015
- work with master pages in Adobe InDesign CC 2015

### Advanced Page Options

- create tabs in Adobe InDesign CC 2015
- create headers and footers in Adobe InDesign CC 2015
- create and use templates in Adobe InDesign CC 2015
- create books in Adobe InDesign CC 2015

### Practice: Pages in InDesign

- work with pages in Adobe InDesign CC 2015

# Adobe Photoshop CC 2015 Basics

## DESCRIPTION

This course introduces the navigational features of Adobe Photoshop CC 2015 including the toolbars and tabs, workspaces, and rulers and guides. You'll learn about using basic tools and some of the new features.

## TARGET AUDIENCE

Individuals interested in an overview of Adobe Photoshop CC 2015 tools and features

## OBJECTIVES

### Introduction to Adobe Photoshop

- start the course
- work with the toolbars in Adobe Photoshop CC 2015
- work with the tabbed interfaces in Adobe Photoshop CC 2015
- configure the workspaces in Adobe Photoshop CC 2015
- set preferences in Adobe Photoshop CC 2015

### New Features

- navigate stock libraries in Adobe Photoshop CC 2015
- use the artboards in Adobe Photoshop CC 2015
- use the new export options in Adobe Photoshop CC 2015
- preview the designs on devices in Adobe Photoshop CC 2015

### Design Basics

- work with pixels in Adobe Photoshop CC 2015
- work with anti-aliasing in Adobe Photoshop CC 2015
- use the rulers and guides in Adobe Photoshop CC 2015
- align selections in Adobe Photoshop CC 2015
- resize the images in Adobe Photoshop CC 2015

### Practice: Get to Know Photoshop

- practice working with the Adobe Photoshop CC 2015 interface

ID

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Expected Duration (Minutes)

57

Prerequisites

None

# Adobe Photoshop CC 2015: File Types and Color Editing

## DESCRIPTION

This course introduces options for working with files, navigation, and color in Adobe Photoshop CC 2015. You'll learn essential actions for manipulating images such as gradients, duotones, color replacement, and the Mixer Brush tool.

## TARGET AUDIENCE

Individuals interested in an overview of Adobe Photoshop CC 2015 tools and features

## OBJECTIVES

### Files and Navigation

- start the course
- work with different file types in Adobe Photoshop CC 2015
- use Canvas Size in Adobe Photoshop CC 2015
- use the Navigator tool in Adobe Photoshop CC 2015
- use Print Screen and Clipboard in Adobe Photoshop CC 2015
- drag and drop files in Adobe Photoshop CC 2015

### Introduction to Color

- work with Color in Adobe Photoshop CC 2015
- use the Color Replacement tool in Adobe Photoshop CC 2015
- use the Mixer Brush tool in Adobe Photoshop CC 2015
- create gradients in Adobe Photoshop CC 2015

### Color Transformations

- desaturate the images in Adobe Photoshop CC 2015
- create duotones in Adobe Photoshop CC 2015
- use auto-adjustments in Adobe Photoshop CC 2015
- use the Levels feature in Adobe Photoshop CC 2015
- use the Curves feature in Adobe Photoshop CC 2015

### Practice: Color and Files in Photoshop

- work with Color in Adobe Photoshop CC 2015

ID

at\_aphc\_a02\_dt\_enus

Expected Duration (Minutes)

51

Prerequisites

None

# Adobe Photoshop CC 2015: Selection Tools and Techniques

## DESCRIPTION

This course introduces selection tools and techniques in Adobe Photoshop CC 2015. You'll learn about marquee options such as marquee and move tools and marquee selection techniques.

## TARGET AUDIENCE

Individuals interested in an overview of Adobe Photoshop CC 2015 tools and features

## OBJECTIVES

### Making Selections

- start the course
- make simple marquee selections in Adobe Photoshop CC 2015
- isolate an object and draw around it in Adobe Photoshop CC 2015
- use the Move Tool in Adobe Photoshop CC 2015
- nudge selections in Adobe Photoshop CC 2015

### Advanced Selection Techniques

- make irregular marquee selections in Adobe Photoshop CC 2015
- use the Magic Wand Tool in Adobe Photoshop CC 2015
- use the Quick Selection Tool in Adobe Photoshop CC 2015
- isolate an object and draw around it in Adobe Photoshop CC 2015
- use multiple selection techniques in Adobe Photoshop CC 2015
- swap backgrounds in Adobe Photoshop CC 2015

### The Lasso Tools

- use the Lasso Tool in Adobe Photoshop CC 2015
- use the Polygonal Lasso Tool in Adobe Photoshop CC 2015
- use the Magnetic Lasso Tool in Adobe Photoshop CC 2015

### Practice: Selections in Photoshop

- practice selection techniques in Adobe Photoshop CC 2015

ID

at\_aphc\_a03\_dt\_enus

Expected Duration (Minutes)

30

Prerequisites

None

# Adobe Photoshop CC 2015: Layers and Type

## DESCRIPTION

This course introduces layers and type in Adobe Photoshop CC 2015. You'll learn about adjustment layers, layer masks and styles, as well as how to rasterize type.

## TARGET AUDIENCE

Individuals interested in an overview of Adobe Photoshop CC 2015 tools and features

## OBJECTIVES

### Introduction to Layers

- start the course
- navigate layers in Adobe Photoshop CC 2015
- use adjustment layers in Adobe Photoshop CC 2015
- isolate a layer object and create transparency in Adobe Photoshop CC 2015

### Advanced Layer Techniques

- use layer styles in Adobe Photoshop CC 2015
- use layer masks in Adobe Photoshop CC 2015
- drag and drop from other documents in Adobe Photoshop CC 2015
- apply blending modes in Adobe Photoshop CC 2015

### Working with Type

- add type to images in Adobe Photoshop CC 2015
- edit paragraph text in Adobe Photoshop CC 2015
- work with paragraph styles in Adobe Photoshop CC 2015
- use the typesetting features in Adobe Photoshop CC 2015
- create warped type in Adobe Photoshop CC 2015
- use text layers and rasterize type in Adobe Photoshop CC 2015
- use text layers to modify other layers in Adobe Photoshop CC 2015

### Practice: Layers and Type in Photoshop

- practice layer manipulation with Adobe Photoshop CC 2015

ID

at\_aphc\_a04\_dt\_enus

Expected Duration (Minutes)

60

Prerequisites

None

# Adobe Photoshop CC 2015

## Enhancement Tools and Techniques

### DESCRIPTION

This course introduces some of the editing options and features available in Adobe Photoshop CC 2015. You'll learn about tools and effects for object enhancement including transparency, drop shadows, glow effects, reflection effects, lens flares, circular insets, and pattern stamps.

### TARGET AUDIENCE

Individuals interested in an overview of Adobe Photoshop CC 2015 tools and features

### OBJECTIVES

#### Image Transformations

- start the course
- place images in Adobe Photoshop CC 2015
- resample images in Adobe Photoshop CC 2015
- crop images in Adobe Photoshop CC 2015
- use Free Transform in Adobe Photoshop CC 2015
- use the Adobe Photoshop CC 2015 History palette

#### Enhancement Tools and Effects

- create transparency in Adobe Photoshop CC 2015
- create a drop shadow in Adobe Photoshop CC 2015
- create a glow effect in Adobe Photoshop CC 2015
- create a reflection effect in Adobe Photoshop CC 2015
- create a lens flare in Adobe Photoshop CC 2015
- create a circular inset in Adobe Photoshop CC 2015
- use the Paste Into function in Adobe Photoshop CC 2015

#### The Drawing Tools

- use the Brush tool in Adobe Photoshop CC 2015
- use the Pencil tool in Adobe Photoshop CC 2015
- change brush sizes on the fly in Adobe Photoshop CC 2015

#### Practice: Transformations and Drawing

- practice working with tools in Adobe Photoshop CC 2015

ID

at\_aphc\_a05\_dt\_enus

Expected Duration (Minutes)

60

Prerequisites

None



# Adobe Photoshop CC 2015 Cloning and Editing

## DESCRIPTION

This course introduces some of the transformational features and effects available in Adobe Photoshop CC 2015, including cloning, History Brush tools, Lasso tools, refining, and slicing.

## TARGET AUDIENCE

Individuals interested in an overview of Adobe Photoshop CC 2015 tools and features

## OBJECTIVES

### The Eraser Tools

- start the course
- use the Eraser Tool in Adobe Photoshop CC 2015
- use the Background Eraser Tool in Adobe Photoshop CC 2015
- use the Magic Eraser Tool in Adobe Photoshop CC 2015

### Cloning in Photoshop

- use the Clone Stamp Tool in Adobe Photoshop CC 2015
- clone to a different layer in Adobe Photoshop CC 2015
- clone from different image files in Adobe Photoshop CC 2015
- isolate and clone objects in Adobe Photoshop CC 2015
- remove image objects in Adobe Photoshop CC 2015
- use Pattern Stamp in Adobe Photoshop CC 2015

### Transforming Objects, Elements, and Images

- use the History Brush Tool in Adobe Photoshop CC 2015
- use the Refine Edge Tool in Adobe Photoshop CC 2015
- use the Slice Tool in Adobe Photoshop CC 2015

### Practice: Cloning and Editing in Photoshop

- use cloning techniques in Adobe Photoshop CC 2015

ID

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Expected Duration (Minutes)

53

Prerequisites

None

# Adobe Photoshop CC 2015 Paths and Techniques

## DESCRIPTION

This course introduces how to work with paths and editing options in Adobe Photoshop CC 2015. You'll learn about feathering effects, healing tools, and how to turn a selection into a path. The course also covers Live Shapes and coloring techniques.

## TARGET AUDIENCE

Individuals interested in an overview of Adobe Photoshop CC 2015 tools and features

## OBJECTIVES

### Working with Paths

- start the course
- use the Pen tool in Adobe Photoshop CC 2015
- use the Freeform Pen tool in Adobe Photoshop CC 2015
- use the Magnetic Pen tool in Adobe Photoshop CC 2015

### Advanced Path Techniques

- make a selection with the Pen tool in Adobe Photoshop CC 2015
- convert a selection into a path in Adobe Photoshop CC 2015
- use a path to create a mask in Adobe Photoshop CC 2015
- use Live Shapes in Adobe Photoshop CC 2015
- use the Live Shapes properties in Adobe Photoshop CC 2015

### Tools and Techniques

- use the Feathering feature in Adobe Photoshop CC 2015
- use the Healing Brush tool in Adobe Photoshop CC 2015
- use the Patch tool in Adobe Photoshop CC 2015
- colorize parts of a black and white image in Adobe Photoshop CC 2015
- change object color in Adobe Photoshop CC 2015
- use the Dodge and Burn tools in Adobe Photoshop CC 2015

### Practice: Paths and Techniques in Photoshop

- work with paths in Adobe Photoshop CC 2015

ID

at\_aphc\_a07\_dt\_enus

Expected Duration (Minutes)

30

Prerequisites

None

# Adobe Captivate 7 Fundamentals

## DESCRIPTION

This course introduces learners to basic tasks in Adobe Captivate 7 like creating a project, applying themes, inserting different question types, and using question pools. This course also provides an introduction to working with recordings in Adobe Captivate 7, and shows you how to perform tasks such as recording new narrations, simulations, and demos.

## TARGET AUDIENCE

Individuals interested in the basics of Adobe Captivate 7

## OBJECTIVES

### Getting Started with Adobe Captivate 7

- start the course
- create an Adobe Captivate 7 project file manually
- create an Adobe Captivate 7 project file by importing a PowerPoint file
- create and apply themes in Adobe Captivate 7

### Working with Questions in Adobe Captivate 7

- insert hotspot questions in Adobe Captivate 7
- insert multiple choice questions in Adobe Captivate 7
- randomize questions using question pools in Adobe Captivate 7

### Working with Recordings in Adobe Captivate 7

- record a new narration in Adobe Captivate 7
- set up and record a software demos in Adobe Captivate 7
- set up and record a software sims in Adobe Captivate 7

ID

at\_capt\_a01\_dt\_enus

Expected Duration (Minutes)

61

Prerequisites

None

# Adobe Captivate 7 Editing Project Files

## DESCRIPTION

This course introduces learners to editing options in Adobe Captivate 7 such as editing software sims, inserting video and animation, and attaching background audio. This course also shows learners how to use actions and interactions and Adobe Captivate 7 such as premade interactions, and inserting action buttons and click boxes.

## TARGET AUDIENCE

Individuals interested in understanding how to perform editing tasks in Adobe Captivate 7

## OBJECTIVES

### Use Insert and Edit Options in Adobe Captivate 7

- start the course
- edit software sims in Adobe Captivate 7
- insert video and animation into an Adobe Captivate 7 file
- attach background audio to single objects in Adobe Captivate 7

### Use Actions and Interactions in Adobe Captivate 7

- insert premade interactions in Adobe Captivate 7
- insert action buttons in Adobe Captivate 7
- insert click boxes in Adobe Captivate 7

ID

at\_capt\_a02\_dt\_enus

Expected Duration (Minutes)

37

Prerequisites

None

# Adobe ColdFusion 10 Fundamentals

## DESCRIPTION

Adobe ColdFusion is a web application platform designed to facilitate quick and easy creation of database-driven web sites and web applications. This course shows you how to get started with Adobe ColdFusion, and how to work with variables. The course goes on to show how to create a data source and queries for that source, and how to work with the output. Finally, the course shows how to work with forms and include files.

ID

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Expected Duration (Minutes)

59

Prerequisites

None

## TARGET AUDIENCE

Anyone starting out making web sites and web applications with Adobe ColdFusion

## OBJECTIVES

### Getting Started

- start the course
- make changes to security settings for easier access to a development machine using ColdFusion Administrator
- create and configure a new project from the Builder Navigator panel
- build a template in ColdFusion using basic HTML tags

### Working with Variables


- enter and display variables using the cfset and cfoutput tags
- create and use URLs in a ColdFusion template to share data from a list to a detail page
- use a url variable in a database query to filter the results and return different results based on the value passed in the url

### Querying a Database

- create a DSN which will be used as a reference to a data source
- use a tag to initialize a query using ColdFusion
- move ul tags outside of cfoutput tags to provide neater query results
- change the way you display query results by adding HTML tags to a ColdFusion template to generate a table
- configure ColdFusion to display query results
- add wildcards and add the upper function in ColdFusion

### Working with Forms

- use the ColdFusion form scope to create a page to display a user's search

- 
- create a form in HTML for use within a ColdFusion project

## **Working with Include Files**

- use include files in ColdFusion for navigation purposes
- update your navigation globally in ColdFusion

# Adobe Dreamweaver CC - Essentials

## DESCRIPTION

This course introduces learners to the fundamentals of Adobe Dreamweaver CC including the interface, workspace, and creating sites. This course also covers how to work with images in Adobe Dreamweaver CC, including creating hot spots, adding and modifying images, creating rollover images, and using the image properties panel. Finally this course introduces some advanced features and options such as creating HTML files, attaching style sheets, using fluid grid layouts, adding video, and inserting JQuery widgets in Adobe Dreamweaver CC.

ID

at\_dcsc\_a01\_dt\_enus

Expected Duration (Minutes)

68

Prerequisites

None

## TARGET AUDIENCE

Individuals interested in Adobe Dreamweaver CC basic features and tools

## OBJECTIVES

### Getting Started with Dreamweaver CC

- start the course
- use the Adobe Dreamweaver CC interface
- navigate the Dreamweaver CC workspace
- use workspaces for organization
- create sites and automate file management and syncing in Dreamweaver CC

### Working with images

- create image hotspots to launch links
- add and manipulate images in Adobe Dreamweaver CC
- create rollover images with JavaScript and HTML
- use the Properties Panel when working with images

### Integrating videos, HTML elements, JQuery Widgets

- create HTML files and attach style sheets
- use fluid grid layouts to simultaneously develop your sites for multiple devices
- insert movies into a HTML document
- insert a JQuery widget into your web page

# Adobe Flash Professional CC - Introduction and Basic Tools

## DESCRIPTION

This course introduces learners to navigational features in Adobe Flash Professional CC, including the interface, workspaces, and the stage. This course also covers basic selection and drawing tools such as the pen, lasso, polygon, magic wand, and fill and stroke tools. Finally, this course covers working with basic panels, such as how to align and distribute, arrange and group, and how to use the ruler, grid, and guides in Adobe Flash Professional CC.

## TARGET AUDIENCE

Individuals interested in an overview of the Adobe Flash Professional CC interface and basic tools and options

## OBJECTIVES

### The Interface and Work Area

- start the course
- familiarize yourself with the new features and enhancements in Adobe Flash Professional CC
- use workspaces in Adobe Flash Professional CC
- organize and set up your stage in Adobe Flash Professional CC

### Selection and Drawing Tools

- select and work with various objects in Adobe Flash Professional CC
- create stunning effects with objects in Adobe Flash Professional CC
- draw objects in Adobe Flash Professional CC
- create animated movies and applications for the Web and mobile devices in Adobe Flash Professional CC
- set the fill color and stroke color on objects in Adobe Flash Professional CC

### Basic Panels

- arrange objects in relation to each other on the stage in Adobe Flash Professional CC
- combine and order objects in Adobe Flash Professional CC
- use the various transform tools in Adobe Flash Professional CC
- convert objects into symbols in Adobe Flash Professional CC
- use the ruler, grid, and guides to create and place objects with precision in Adobe Flash Professional CC

ID

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Expected Duration (Minutes)

63

Prerequisites

None



# Adobe CC Overview of New Features

## DESCRIPTION

This course introduces learners to the new features for the Design, Web, and Video tools in Adobe Creative Cloud. This course also provides an overview of the new features available for the Cloud.

## TARGET AUDIENCE

Individuals interested in new features and tools in Adobe CC

## OBJECTIVES

### New Features for the Design Tools

- start the course
- match the scenarios to the new features of Adobe Illustrator CC
- use the new features of Adobe InDesign CC
- use the new features in Adobe Photoshop CC

### New Features for the Web Tools

- match the scenarios to the new features of Adobe Dreamweaver CC
- use the latest features of Adobe Muse CC
- use the new features of Adobe Flash Professional CC
- use the latest features of Adobe Edge Animate CC
- use the new features in Adobe Fireworks CS6

### New Features for the Video Tools

- use the new features of Adobe Premiere Pro CC
- use the latest features of Adobe Prelude CC
- match the scenarios to the new features of Adobe After Effects CC
- use the new features in Adobe Audition CC

### New Features for the Cloud

- use the Creative Cloud suite of applications
- use Adobe Bridge CC and its various features
- use the new features of Adobe InCopy CC

ID

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Expected Duration (Minutes)

60

Prerequisites

None

# Adobe Premiere Pro CC 2015

## Fundamentals

### DESCRIPTION

Adobe Premiere Pro CC 2015 is a professional-grade video editing application that can be used to create studio-quality videos. From very short clips like commercials to long videos like feature-length movies, Premiere Pro is up to the task. In this course, you will learn about Adobe Premiere Pro CC 2015, including the interface and new features.

### TARGET AUDIENCE

Individuals interested in an overview of Adobe Premiere Pro CC 2015 tools, techniques, and options

### OBJECTIVES

#### Introduction to Adobe Premiere Pro CC 2015

- start the course
- work with the interface in Adobe Premiere Pro CC 2015
- configure and save workspaces in Adobe Premiere Pro CC 2015
- modify preferences in Adobe Premiere Pro CC 2015
- configure Adobe Premiere Pro CC 2015 graphics preferences
- use panels in Adobe Premiere Pro CC 2015

#### New Features

- use CC Libraries for Video in Adobe Premiere Pro CC 2015
- use Lumetri Color in Adobe Premiere Pro CC 2015
- remove jump cuts in Adobe Premiere Pro CC 2015
- use Looks for your video in Adobe Premiere Pro CC 2015
- change a program's duration in Adobe Premiere Pro CC 2015

#### Practice: Get to Know Premiere Pro

- configure the workspace in Adobe Premiere Pro CC 2015

ID

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Expected Duration (Minutes)

51

Prerequisites

None

# Adobe Premiere Pro CC 2015

## Panels and Effects

### DESCRIPTION

Adobe Premiere Pro CC 2015 is a professional-grade video editing application that can be used to create studio-quality videos. From very short clips such as commercials to long videos like feature-length movies, Premiere Pro is up to the task. In this course, you will be introduced to the multiple panels and how to add effects.

### TARGET AUDIENCE

Individuals interested in an overview of Adobe Premiere Pro CC 2015 tools, techniques, and options

### OBJECTIVES

#### Project Panels

- start the course
- use the Project panel in Adobe Premiere Pro CC 2015
- organize the Project panel in Adobe Premiere Pro CC 2015
- use the Media Browser panel in Adobe Premiere Pro CC 2015
- use the Libraries panel in Adobe Premiere Pro CC 2015

#### Other Panels

- use the Info panel in Adobe Premiere Pro CC 2015
- use the Effects panel in Adobe Premiere Pro CC 2015
- use the Markers panel in Adobe Premiere Pro CC 2015
- use the History panel in Adobe Premiere Pro CC 2015

#### Adding Effects

- use the Effects panel and Effect Controls panel in Adobe Premiere Pro CC 2015
- apply motion effects in Adobe Premiere Pro CC 2015
- modify opacity on clips in Adobe Premiere Pro CC 2015
- use time remapping in Adobe Premiere Pro CC 2015

#### Practice: Panels

- work with panels in Adobe Premiere Pro CC 2015

ID

at\_prpc\_a02\_dt\_enus

Expected Duration (Minutes)

47

Prerequisites

None

# Adobe Premiere Pro CC 2015 Movies and Application Extensibility

ID

at\_prpc\_a03\_dt\_enus

## DESCRIPTION

Adobe Premiere Pro CC 2015 is a professional-grade video editing application that can be used to create studio-quality videos. From very short clips such as commercials to long videos such as feature-length movies, Premiere Pro is up to the task. In this course, you will be introduced to the basics of movie creation and application extensibility.

Expected Duration (Minutes)

29

Prerequisites

None

## TARGET AUDIENCE

Individuals interested in an overview of Adobe Premiere Pro CC 2015 tools, techniques, and options

## OBJECTIVES

### Creating a Movie

- start the course
- create a new project in Adobe Premiere Pro CC 2015
- browse media in Adobe Premiere Pro CC 2015
- preview media in the Source panel in Adobe Premiere Pro CC 2015
- add video and audio clips to the Timeline in Adobe Premiere Pro CC 2015
- add titles to the Timeline in Adobe Premiere Pro CC 2015

### Extending Premiere Pro

- use add-ons in Adobe Premiere Pro CC 2015
- install Extension Manager in Adobe Premiere Pro CC 2015
- use Extensions in Adobe Premiere Pro CC 2015
- use keyboard shortcuts in Adobe Premiere Pro CC 2015

### Practice: What's Showing with Premiere Pro

- create a movie sequence in Adobe Premiere Pro CC 2015

# Building the Foundation for an Effective Team

## DESCRIPTION

The way in which a team is built is an important factor in determining team success. Leading a team quickly and smoothly into high performance mode requires the groundwork of pulling the right team together, setting team goals, and defining the standards of team behavior. In this course, you'll learn about the five stages of team development and strategies for selecting high-performing team members most suited for your project or team. You'll also learn about laying the foundation for a successful team, including setting team goals, assigning roles to individual team members, and defining specific guidelines that outline how team members should behave to minimize conflict and optimize team performance.

## TARGET AUDIENCE

All levels of employees that lead and manage teams; anyone wishing to develop and refine their leadership skills in a team environment

## OBJECTIVES

### Establishing a Team and its Goals and Roles

- list the stages of team development
- match personal qualities that team members should have with indicators of their presence
- recognize the rewards derived from a collaborative approach to establishing team goals
- sequence the steps that a given team should take to establish team goals
- sequence examples of the steps for assigning team members to appropriate roles
- recognize examples of effectively written guidelines for team conduct
- identify examples of each category of team conduct guidelines
- recognize strategies for forming a team and establishing its goals, roles, and guidelines

ID

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Expected Duration (Minutes)

29

Prerequisites

None

# Developing a Successful Team

## DESCRIPTION

Anyone who has worked in a project or team environment will tell you that team dynamics make a huge difference in the working environment. Developing effective project teams is one of the primary responsibilities of a team leader. In this course, you'll learn how to develop the team culture early on by establishing team member competencies and working to improve team dynamics. You'll also learn about methods used to encourage team participation and motivation and increase team members' commitment. Finally, you'll learn about the importance of assessing and improving team performance.

ID

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Expected Duration (Minutes)

30

Prerequisites

None

## TARGET AUDIENCE

All levels of employees that lead and manage teams; anyone wishing to develop and refine their leadership skills in a team environment

## OBJECTIVES

### Strategies for Developing Your Team

- sequence the steps used to perform a training gap analysis
- recall factors that directly influence team dynamics
- match indicators of poor team dynamics with team-building activities that could be used to correct them
- match strategies that encourage team participation with examples
- recognize the effective use of rewards and recognition
- recognize strategies for gaining commitment from team members in a given scenario
- recall the steps in the GROW method for improving team performance
- use strategies for improving a team's dynamics, strength, and performance

# Encouraging Team Communication and Collaboration

## DESCRIPTION

Establishing a successful team involves ensuring that team members can communicate with you and with one another and that they will work as a team rather than as individuals. Clear channels of communication are required for both on-site and virtual teams. In this course, you'll learn techniques for encouraging effective communication and overcoming communication problems. You'll also learn strategies for encouraging team collaboration. Finally, you'll learn about tools and technologies that are commonly used for virtual team communication and key considerations for establishing virtual communication guidelines.

ID

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Expected Duration (Minutes)

30

Prerequisites

None

## TARGET AUDIENCE

All levels of employees that lead and manage teams; anyone wishing to develop and refine their leadership skills in a team environment.

## OBJECTIVES

### Fostering Effective Communication

- match characteristics of healthy team communication with examples
- recognize strategies for overcoming the team communication issues of overcriticism and groupthink
- recall strategies for dealing with interrupters and noncontributors
- identify examples of strategies for fostering collaboration through team-oriented assignments
- recognize strategies for using team-oriented messages to foster collaboration in action
- classify examples of virtual team technologies as being for communication or conferencing
- identify key areas for consideration when setting guidelines for virtual teams
- recognize techniques for improving team collaboration through communication

# Handling Team Conflict

## DESCRIPTION

Successful teams are characterized by having a clear direction, trust among team members, effective communication, and the ability to quickly resolve conflict. The survival of a team depends on a team leader who can quickly recognize conflict, diagnose its cause, and use strategies to resolve the issue. In this course, you'll learn about what causes conflict on a team and the important role of healthy communication in handling conflict. You'll also learn about best practice approaches to resolving conflict and the tenets of principled negotiation. Finally, you'll learn guidelines for addressing one type of team conflict, lack of trust.

ID

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Expected Duration (Minutes)

30

Prerequisites

None

## TARGET AUDIENCE

All levels of employees that lead and manage teams; anyone wishing to develop and refine their leadership skills in a team environment.

## OBJECTIVES

### Conflict Management

- match causes of conflict with examples of the effect each has on a team
- recognize examples of resolving conflict through improved communication
- match conflict resolution techniques with circumstances in which they would be used
- identify which collaborative conflict resolution technique should be used in a given scenario
- recognize examples of the rules of principled negotiation
- recall techniques for resolving trust issues in a team meeting
- identify the recommended contents of a guideline for maintaining trust on a team
- use techniques to resolve conflict among members of your team



# Leading a Cross-functional Team

## DESCRIPTION

Many organizations have discovered the advantages of using cross-functional teams to accomplish their goals. While the diversity inherent to these teams can present certain challenges, successfully managing cross-functional teams is worth the reward. In this course, you'll learn about the benefits of cross-functional teams. You'll also learn about the various development stages of cross-functional teams and the risks at each stage. Finally, you'll learn about the key abilities a cross-functional leader should have and best practices for cross-functional team success.

ID

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Expected Duration (Minutes)

32

Prerequisites

None

## TARGET AUDIENCE

All levels of employees that lead and manage teams; anyone wishing to develop and refine their leadership skills in a team environment.

## OBJECTIVES

### Cross-functional Team Leadership Strategies

- recall advantages of a cross-functional team
- sequence examples of stages in the life of a cross-functional team
- match examples of problems at the creation and formation and launch stages of cross-functional team development with the corresponding stages
- identify problems encountered at the development and initial success stages of cross-functional team development
- recognize examples of issues that occur at the cynicism and zone stages of cross-functional team development
- identify characteristics of a successful cross-functional team leader
- recognize examples of how to manage cross-functional teams successfully
- recognize issues that arise in cross-functional teams and strategies for successful team management

# Being an Effective Team Member

## DESCRIPTION

To make a real, positive difference on a team, you must take on the challenging task of putting the team first. This course covers strategies and techniques to help you become a more effective and valued member of your team. You'll explore ways to adopt a positive mindset and take a proactive role on a team, so that you can make a significant contribution. Because your success on a team depends on pulling together with other people, you'll also learn constructive ways to acknowledge differences and show respect for team members, and specific strategies for working collaboratively.

ID

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Expected Duration (Minutes)

30

Prerequisites

None

## TARGET AUDIENCE

All levels of employees; anyone who participates on any type of team

## OBJECTIVES

### How To Be An Effective Team Member

- recognize the effects that having a good attitude can have on a team
- identify strategies for adopting a positive mindset about working on a team
- identify the characteristics of a team member who has a proactive attitude
- recognize how to be a proactive team member
- recognize how to acknowledge team members' rights to have differing opinions
- recognize strategies for demonstrating tolerance and treating teammates with respect
- recognize strategies for working collaboratively with others
- use strategies for being an effective team member

# Strategies for Building a Cohesive Team

## DESCRIPTION

Team cohesion, or the strength of the links between team members, determines how effective a team will be, especially in responding to outside pressures. A team has to be cohesive if its members are to function as a unit, working closely and efficiently to achieve common goals. In this course, you'll learn how to build a more cohesive team by focusing on improvements in three areas: communication, cooperation, and trust. You'll learn specific strategies for improving communication and promoting cooperation among team members. You'll also learn what signs suggest a lack of trust on a team and what you can do about this, including specific techniques you can use to build trust.

## TARGET AUDIENCE

All levels of employees; anyone who participates on any type of team.

## OBJECTIVES

### Elements of a Cohesive Team

- recognize guidelines for responding positively to team members to promote effective team communication
- recognize ways of creating a sense of partnership among team members to promote effective communication
- identify methods of encouraging team members to talk to each other
- recognize strategies for promoting cooperation among team members, including putting the team's needs first and accepting unpleasant tasks
- recognize strategies for discouraging competition among team members to promote effective communication
- recognize indicators of a lack of trust in teams
- recognize strategies for building trust
- recognize strategies for building team cohesion

ID

atm\_02\_a02\_bs\_enus

Expected Duration (Minutes)

29

Prerequisites

None

# Effective Team Communication

## DESCRIPTION

It's vital to maintain open, effective communication on a team. However, it's all too easy to adopt bad habits. Without realizing how badly it affects your team, you or another team member may communicate in ways that lead to misunderstandings, cause unnecessary conflict, keep others from having their say, and prevent the team from performing as well as it could. In this course, you'll learn about different verbal barriers to effective team communication and strategies for overcoming them. But speaking is only one part of communication; effective listening is vital too. So you'll also learn about specific active listening techniques that can help you be a better listener.

ID

atm\_02\_a03\_bs\_enus

Expected Duration (Minutes)

31

Prerequisites

None

## TARGET AUDIENCE

All levels of employees; anyone who participates on any type of team.

## OBJECTIVES

### Effective Team Communication

- recognize examples of jargon and bluffing as verbal barriers to effective communication
- recognize examples of polarizing a team, screening ideas, and crushing ideas as verbal barriers to communication
- identify strategies for maintaining open communication during team meetings
- match strategies to the types of communication barriers they can help you overcome in team meetings
- recognize why active listening is important for healthy team communication
- recognize examples of inquiring and acknowledging as techniques for active listening in a team setting
- recognize examples of reflecting and suspending judgment as techniques for active listening in a team setting
- use strategies for improving team communication and active listening

# Establishing Team Goals and Responsibilities, and Using Feedback Effectively

ID

atm\_02\_a04\_bs\_enus

## DESCRIPTION

Everyone on a team has particular strengths. To get a team to perform at its best, these strengths have to be recognized, reflected in the roles and responsibilities assigned to team members, and directed toward achieving suitable goals. In this course, you'll learn how to build a team, including how to set effective team goals, identify roles and assess team members' competencies, and assign roles based on these competencies. You'll also learn how to give and receive feedback effectively, so that it strengthens your role and the performance of your team.

Expected Duration (Minutes)

30

Prerequisites

None

## TARGET AUDIENCE

All levels of employees; anyone who participates on any type of team.

## OBJECTIVES

### Team Goals, Responsibilities, and Feedback

- identify examples of team goals that are aligned with corporate goals and that are clear and measurable
- identify roles on a team
- assess the competencies of team members
- match competencies to related team member roles
- identify ways to clarify expectations about the responsibilities of team members
- recognize examples of effective feedback
- recognize examples of constructive ways to receive feedback from team members
- use techniques to work effectively with a team and give and receive feedback

# Communicating with Confidence

## DESCRIPTION

In business, effective communication depends not just on what you say, but how you say it. In this course, you'll learn about being an effective speaker, overcoming nervousness, preparing effectively, and using your voice and body language.

## TARGET AUDIENCE

All levels of employees; anyone who participates on any type of team

## OBJECTIVES

### Communicating with Confidence

- recognize factors that determine a speaker's effectiveness in business settings
- identify techniques for overcoming nervousness about speaking in front of others
- recognize steps for preparing content for effective communication
- recognize methods for using your voice effectively in business communications
- identify ways to use body language to communicate confidently and effectively

ID

bs\_acm18\_a01\_enus

Expected Duration (Minutes)

20

Prerequisites

None

# Taking Effective and Professional Notes

## DESCRIPTION

Becoming a skilled note taker can help you become more productive in business situations. This course will cover specific techniques and strategies for taking effective notes that can improve your ability to learn and recall information.

## TARGET AUDIENCE

All levels of employees; anyone who participates on any type of team

## OBJECTIVES

### Taking Effective and Professional Notes

- select appropriate tools and techniques for taking effective notes at work
- recognize actions for taking productive notes in meetings
- identify guidelines for taking accurate, effective minutes for meetings
- identify guidelines for taking effective notes in interviews
- identify guidelines for taking notes that improve your recall when reading

ID

bs\_acm19\_a01\_enus

Expected Duration (Minutes)

20

Prerequisites

None

# Learning from Failure

## DESCRIPTION

Everyone fails. It's part of business, and part of life. Those who embrace failure are more likely to achieve their goals. In this course, you'll learn how to embrace failure by developing an attitude of learning from setbacks.

## TARGET AUDIENCE

All levels of employees; anyone who participates on any type of team

## OBJECTIVES

### Learning from Failure

- identify the key stages of the success cycle
- identify the common causes of three types of failure
- identify key actions that foster an attitude of learning from failure
- recognize the growth opportunities that can come from embracing failure
- identify actions that help you shift from a failure to a learning opportunity

ID

bs\_apd19\_a01\_enus

Expected Duration (Minutes)

19

Prerequisites

None



# Developing Your Business Acumen

## DESCRIPTION

Decision-making is a valued skill. Those who possess business acumen make business decisions that lead to success for their companies. In this course, you'll learn how developing your business acumen can enhance your decision making skills.

## TARGET AUDIENCE

All levels of employees; anyone who participates on any type of team

## OBJECTIVES

### Developing Your Business Acumen

- recognize the key characteristics of people with strong business acumen
- identify factors influencing your company's competitive advantage
- identify examples of cost and revenue drivers
- identify methods to develop an operational perspective that can help uncover opportunities for change or innovation
- identify key techniques for improving your tactical thinking skills

ID

bs\_apd20\_a01\_enus

Expected Duration (Minutes)

21

Prerequisites

None

# Gaining Insight through Organizational Awareness

## DESCRIPTION

The best leaders have a clear picture of their organizations' people and systems, what drives them, and how they interact. In this course, you'll learn about organizational awareness and how you can develop and use it in your career.

## TARGET AUDIENCE

All levels of employees; anyone who participates on any type of team

## OBJECTIVES

### Gaining Insight through Organizational Awareness

- recognize areas of consideration when developing organizational awareness
- recognize how organizational awareness can help you work more effectively
- identify the areas to examine when developing your organizational awareness
- identify the decisions associated with six dimensions for assessing organizational and group culture
- identify best practices for using organizational awareness to influence others and drive change

ID

bs\_apd21\_a01\_enus

Expected Duration (Minutes)

20

Prerequisites

None

# Finding and Nurturing a Mentor Relationship

## DESCRIPTION

Having a mentor means you can use the knowledge of a supportive professional to help you learn to work more efficiently and advance your career. In this course, you'll learn how to find a mentor who can aid you in your professional goals.

## TARGET AUDIENCE

All levels of employees; anyone who participates on any type of team

## OBJECTIVES

### Finding and Nurturing a Mentor Relationship

- identify what makes someone a mentor
- identify key characteristics of an effective mentor
- recognize ways of finding an appropriate mentor
- recognize ways of maintaining a positive relationship with a mentor
- identify actions that allow you to get the most from your mentor

ID

bs\_apd22\_a01\_enus

Expected Duration (Minutes)

19

Prerequisites

None

# Keeping Your Skillset Current in the Digital Economy

## DESCRIPTION

The digital economy is revolutionizing the world, making it necessary to adapt to stay relevant. In this course, you'll explore the in-demand skills needed to stay current and strategies to help advance your career in the digital economy.

## TARGET AUDIENCE

All levels of employees; anyone who participates on any type of team

## OBJECTIVES

### Keeping Your Skillset Current in the Digital Economy

- There is no objective for the Course Overview
- recognize key ways that work is changing in the digital economy
- recognize categories of skills in high demand in the digital economy
- recognize ways to choose what and how to learn to keep your skill set current in the digital economy
- identify strategies for advancing your career in the digital economy
- Knowledge Check: Keeping Your Skillset Current

ID

bs\_apd23\_a01\_enus

Expected Duration (Minutes)

18

Prerequisites

None

# Being a Responsible Corporate Digital Citizen

## DESCRIPTION

Security risks are high online and protecting yourself and staying current on security guidelines is crucial. This course will explore some responsibilities when interacting in an online world so you become a good corporate digital citizen.

## TARGET AUDIENCE

All levels of employees; anyone who participates on any type of team

## OBJECTIVES

### Being a Responsible Corporate Digital Citizen

- There is no objective for the Course Overview
- identify the rules of etiquette you should follow to be a good corporate digital citizen
- identify your rights and responsibilities as a corporate digital citizen
- identify ways individuals can maintain company safety and security online
- identify the tenets of consumer-managed data
- identify the steps an organization can take to move toward contextual data privacy
- Knowledge Check: Contributing as a Digital Citizen

ID

bs\_apd24\_a01\_enus

Expected Duration (Minutes)

23

Prerequisites

None

# Getting Your Pitch Heard

## DESCRIPTION

Revolutionary ideas are the stuff of business success. Sharing ideas will help your organizations thrive. In this course you'll learn how to share your ideas in a convincing, succinct, and confident manner that will get them heard.

## TARGET AUDIENCE

All levels of employees; anyone who participates on any type of team

## OBJECTIVES

### Getting Your Pitch Heard

- identify statements that describe the attributes of a good idea
- recognize the elements that can hinder a successful pitch
- identify the needs of your target audience
- identify the essential elements of a convincing pitch
- identify techniques for maximizing the impact of your pitch in a group setting

ID

bs\_atm03\_a01\_enus

Expected Duration (Minutes)

17

Prerequisites

None

# Contributing as a Virtual Team Member

## DESCRIPTION

Companies often opt to create virtual teams in place of on-site teams. This allows employees to work from home or a remote location. In this course, you'll learn how to develop the skills you need to effective member of a virtual team.

## TARGET AUDIENCE

All levels of employees; anyone who participates on any type of team

## OBJECTIVES

### Contributing as a Virtual Team Member

- identify the traits that a good virtual team member should possess
- identify ways of staying connected and communicating successfully with your team
- identify some of the challenges associated with working remotely
- identify some of the challenges and considerations associated with managing your time as a virtual team member

ID

bs\_atm04\_a01\_enus

Expected Duration (Minutes)

18

Prerequisites

None

# Personal Power and Credibility

## DESCRIPTION

Authority carries a certain type of power – typically position power. A person is granted the power and authority to meet goals and get results through a responsible job definition and accountability. The police officer that cites you for speeding. The financial manager that calls for an audit. The company manager that decides how to allocate the budget. People may comply, rebel, resist, or gripe about those in authority, but there is a reason and purpose for such positional power. On the other hand, most of the results that get accomplished in organizations come from the use of personal power and not solely reliant on direct authority. This is especially true in our work environments today, where information sources and networking contacts are accessible to all as means to results. But ultimately it comes down to personal credibility, influence, and political savvy. This course focuses on the power that comes with being credible and trustworthy.

ID

comm\_42\_a01\_bs\_enus

Expected Duration (Minutes)

24

Prerequisites

None

## TARGET AUDIENCE

Anyone who wants to develop or refine their skills for getting results using personal power.

## OBJECTIVES

### Personal Power and Credibility

- recognize the traits associated with personal and positional power
- choose whether to use personal power or positional power in a given situation
- identify the factors that supports a claim of credibility
- select actions that build credibility
- identify actions that help to earn trust
- recognize opportunities to build trust
- demonstrate personal power by building credibility and trust



# Building Personal Power through Influence

## DESCRIPTION

Along with being credible and trustworthy, you can get results without direct authority by using your influence. Effective influence skills are probably the biggest differentiator when getting results without authority. When you influence, you engage and enlist others in getting results – without necessarily having formal power. Influence is not about forcing or exerting – it’s about getting people on your side for good reasons. Three ways to promote influence are through language/ effective communication, reciprocity/exchanging ‘currencies’, and persevering through resistance.

## TARGET AUDIENCE

Anyone who wants to develop or refine their skills for getting results using personal power.

## OBJECTIVES

### Building Personal Power through Influence

- identify the characteristics of influence
- recognize considerations when preparing to use influence in a situation
- identify the communication skills to employ when using the law of reciprocity
- influence others using reciprocity
- select statements that reflect words that were chosen to influence
- use effective language to influence others
- recognize situations that may cause resistance
- recognize examples of the steps for managing resistance
- use methods to influence people and situations

ID

comm\_42\_a02\_bs\_enus

Expected Duration (Minutes)

30

Prerequisites

None

# Influence Others with Political Savvy

## DESCRIPTION

When dealing with power and influence you will inevitably have to navigate political waters. Most everyone knows that ‘politics’ are a reality in organizations and even if you dislike them, you cannot eliminate them. Just think about those who have position power – chances are they got there not just through their individual know-how, but because they know who’s who, how to appeal to them, and how to build coalitions of power and influence. This course addresses what it takes to use political savvy as an aid to influencing without direct authority.

## TARGET AUDIENCE

Anyone who wants to develop or refine their skills for getting results using personal power.

## OBJECTIVES

### Influence Others with Political Savvy

- identify the skills, knowledge, and attitudes needed to be politically savvy
- use strategic, operational, and financial knowledge to demonstrate business acumen
- recognize the characteristics of someone with business acumen
- select elements to include in an action plan
- recognize the steps to take to put your action plan to work
- use methods to develop political savvy and business acumen

ID

comm\_42\_a03\_bs\_enus

Expected Duration (Minutes)

22

Prerequisites

None

# Difficult People: Why They Act That Way and How to Deal with Them

ID

comm\_46\_a01\_bs\_enus

## DESCRIPTION

Anything taken to an extreme can be a liability, and this is true of human behavior. While confident, cautious, or energetic people can be perfectly tolerable in small doses, they can also be annoying or problematic when their behavior is over-the-top. Then there are people who are just plain negative - their glass is always 'half empty.' While occasional griping is acceptable, negativity can wear you down. Certain situations trigger extreme behaviors that might be moderated otherwise. And, your own emotional state might be such that your tolerance for any extreme is low. All sorts of situational and personal circumstances can make a somewhat difficult person into an extremely difficult person in no time.

Expected Duration (Minutes)

31

Prerequisites

None

## TARGET AUDIENCE

Individuals who want to develop or refresh their communications skills when working with difficult people

## OBJECTIVES

### Understand and Deal with Difficult People

- recognize the characteristics of difficult people "types"
- describe the motivations of people who exhibit dominant-controlling behavior
- respond effectively to a dominant-controlling person
- recognize what motivates people who exhibit analytical-obsessive behavior
- predict analytical or obsessive behavior based on typical root causes
- identify motivations behind the behavior of expressive-impulsive people
- identify appropriate strategies for dealing with expressive-compulsive people
- recognize the traits exhibited by skeptical-negative people
- use strategies to deal effectively with skeptical-negative people
- respond effectively to difficult people by understanding the motivations underpinning their behavior

# Difficult People: Can't Change Them, so Change Yourself

## DESCRIPTION

It would be easy to say that to deal with difficult people you should be tolerant and accept people's differences. This sounds nice, and might work in the short term, but if you are working with people you find difficult and you expect to be working with them for some period of time – you are better off learning how to respond and relate to them. The approach you use depends on the person, the situation, and your willingness to build and blend skills as needed. Dealing with difficult people requires that you first learn how to manage yourself with them. This means being self-aware and practicing self-management. It also means tuning into the feelings and emotions of others, however difficult it might be. When you know what triggers you and how you typically react, you can build skills to help make your interactions with others more productive. This is emotional intelligence, and if you build this capacity, you will be able to deal more effectively with many difficulties in life (including other people)!

## TARGET AUDIENCE

Individuals who want to develop or refresh their communications skills when working with difficult people

## OBJECTIVES

### Changing to Work with Difficult People

- recognize how your own perspective can reshape your view of difficult people
- identify actions to take to increase self-awareness
- identify reactions that show self-awareness
- recognize the signs that signal the need for self-management
- choose reactions that reflect meditative techniques
- choose reactions that reflect thinking techniques
- identify your own behavior style and that of others
- choose appropriate behavior to overcome negative conduct
- use self-awareness and self-management techniques to enable more successful working relationships with difficult people

ID

comm\_46\_a02\_bs\_enus

Expected Duration (Minutes)

31

Prerequisites

None

# Difficult People: Strategies to Keep Everyone Working Together

## DESCRIPTION

While it's best to get personally fit for dealing with difficult people – that is, managing your own emotions and using self-management techniques, there are interpersonal strategies and skills you need when you engage and work with a difficult person. By learning how to focus on goals, give feedback, and manage conflict, you can work with difficult people more effectively.

## TARGET AUDIENCE

Individuals who want to develop or refresh their communications skills when working with difficult people

## OBJECTIVES

### Keeping Everyone Working Together

- recognize interpersonal strategies that help you work with difficult people
- choose ground rules that will help redirect the behavior styles of difficult people
- direct difficult behavior toward desired goals
- choose the appropriate time and conditions for giving effective feedback
- identify appropriate strategies for delivering feedback
- follow appropriate steps to manage conflict with a difficult person
- use interpersonal skills and strategies when working with difficult people

ID

comm\_46\_a03\_bs\_enus

Expected Duration (Minutes)

31

Prerequisites

None

# The Essentials for Anger Management

## DESCRIPTION

Anger is a normal, and even healthy emotion, rooted in the instinct for self-preservation. However, if it's not managed properly, this powerful emotion can be very destructive. It's important to find healthy ways of owning and expressing your anger. In this course, you'll explore how to manage your anger through emotional and intellectual responses, and how to respond properly to anger directed at you. You'll also explore the nature of anger including its root causes and ways to use it positively in the workplace.

## TARGET AUDIENCE

Anyone who wants to develop or refine their anger management skills in the workplace

## OBJECTIVES

### The Essentials for Anger Management

- choose actions to manage your anger using an emotional response
- choose actions to manage your anger using an intellectual response
- recognize effective responses for dealing with an angry person
- determine the root cause of anger in a given situation
- identify the benefits of using anger positively in the workplace
- recognize how to use anger positively in the workplace

ID

comm\_47\_a01\_bs\_enus

Expected Duration (Minutes)

26

Prerequisites

None

# How Culture Impacts Communication

## DESCRIPTION

With so much business happening on a global scale, cross-cultural communication is more important than ever before. Communication is always a challenge, and when diverse cultures interact, good communication can be even more challenging. In this course, you'll learn about the importance of achieving a proper mindset for cross-cultural communication. You'll explore aspects of cultures that affect how people communicate across cultural boundaries. You'll learn also considerations for speaking and writing in cross-cultural environments.

## TARGET AUDIENCE

Individuals who want to develop and refine their cross-cultural communication skills.

## OBJECTIVES

### Communicating in Cultural Contexts

- identify perspectives that support cross-cultural communications
- define high- and low-context communication styles
- classify examples of communication styles as low context
- recognize strategies for effective communication in low-context cultures
- identify examples of communication styles as high-context
- recognize strategies for effective communication in high-context cultures
- communicate effectively in low- and high-context settings

ID

comm\_48\_a01\_bs\_enus

Expected Duration (Minutes)

30

Prerequisites

None

# Capturing the Attention of Senior Executives

## DESCRIPTION

Does your job require you to communicate critical information to senior executives? Perhaps you have opportunities to influence executive decision making, but don't know how best to deliver your message. In order to make the most of your communication with senior executives, you need to be prepared. In this course, you'll learn how to shape your message so it's communicated clearly. You'll also learn about the principles to follow when approaching communication with senior executives, as well as some important tips on how to build your credibility with those at the senior level. And finally, you'll explore how to approach and plan meetings with senior executives, and how to make your case, whether it's with an elevator pitch or a formal report.

## TARGET AUDIENCE

Anyone who wants to develop or refine their skills for communicating effectively with the "C" Level

## OBJECTIVES

### Capturing Senior Executives' Attention

- identify key areas to focus on when preparing to communicate with an executive
- determine which basic principles for communicating with senior executives have been used in a situation
- recognize how to build your credibility with senior executives
- plan how to conduct a meeting with senior executives
- match communication platforms to their characteristics
- determine whether relevant guidelines have been followed when communicating with an elevator pitch or a presentation
- recognize when to make a report or a proposal to senior executives
- use techniques to get the attention of senior executives

ID

comm\_49\_a01\_bs\_enus

Expected Duration (Minutes)

31

Prerequisites

None



# Planning Meetings Fit for Purpose

## DESCRIPTION

Have you ever sat through a meeting that you felt was a waste of your time? Maybe the meeting wasn't relevant to you or it was just poorly run. Perhaps it lacked a clear purpose. The root cause of ineffective meetings is almost always poor planning. Meetings are among the most expensive forms of communication in today's business environment, so it's essential to make the investment worthwhile. This course outlines a process for preparing for effective meetings. First, you'll learn how to clarify the purpose and objectives of a meeting. Second, you'll learn how to determine if the meeting is required, or if a meeting alternative can fulfill the objectives. Third, you'll learn how to choose the best participants. Fourth, you'll learn how to create the agenda. And fifth, you'll learn how to prepare yourself and your participants for a successful meeting. The next time you need to prepare a meeting, the methods introduced in this course will help you make the most of your and your participants' valuable time. You'll also learn how to effectively start a meeting.

ID

comm\_50\_a01\_bs\_enus

Expected Duration (Minutes)

20

Prerequisites

None

## TARGET AUDIENCE

Individuals who want to develop their planning, managing, and facilitation skills for running effective business meetings

## OBJECTIVES

### Make Plans to Make Meetings Work

- recognize the value of planning meetings
- identify the questions to ask to determine if a meeting is necessary
- identify who should participate in a meeting
- use a process for creating an effective agenda
- recognize how to prepare yourself and others for a meeting
- recognize the goals served by examples of opening statements in a meeting

# Running Meetings in Better Directions

## DESCRIPTION

Have you ever attended a meeting that left you feeling frustrated? Perhaps the meeting was too long, unfocused, or dominated by arguments and disagreements. Not all meetings have to be like this. Meetings can be very productive; many issues can be resolved, and participants can feel grateful they attended. Whether it's a regular meeting or a task force meeting, the meeting leader should open the meeting with appropriate information and in the right tone. An effective meeting leader encourages full participation from the group to ensure the objectives are reached within the allotted time. To close the meeting, the leader summarizes the decisions arrived at and follows up on the actions that need to be taken. This course covers the skills and lessons that will help you to fulfill the key responsibilities of a meeting leader at each stage of a business meeting.

ID

comm\_50\_a02\_bs\_enus

Expected Duration (Minutes)

20

Prerequisites

None

## TARGET AUDIENCE

Individuals who want to develop their planning, managing, and facilitation skills for running effective business meetings

## OBJECTIVES

### Leading Meetings Effectively

- list steps that are common to conducting both regular and task force meetings
- describe how to facilitate decision-making to maximize participation and buy-in
- respond appropriately when discussion goes off track in a meeting
- recognize statements that represent best practices for intervening in a meeting
- identify the best approaches for dealing with a given productivity problem in a meeting
- specify the responsibilities of the meeting leader with respect to closing and following up after the meeting

# Audience and Purpose in Business Writing

## DESCRIPTION

To write effective and appropriate business messages, you need to know your audience and your purpose. In this course, you'll discover how to identify your readers and create messages that convey the appropriate tone for different reader roles. You'll also explore how to write effectively for the three most common purposes: to inform, respond, or persuade.

## TARGET AUDIENCE

Individuals, at any level in an organization, who want to refresh or refine their basic business writing skills

## OBJECTIVES

### Consider Your Audience and Purpose

- identify key considerations when analyzing the targeted readers of a business document
- recognize the appropriate type of written message to use for a given situation
- recognize guidelines for writing effective informative messages
- identify characteristics of effective responsive writing
- recognize key elements of persuasive writing
- use the appropriate tone to communicate a business message in writing
- recognize strategies for writing effective business messages for a given audience and purpose

ID

comm\_51\_a01\_bs\_enus

Expected Duration (Minutes)

29

Prerequisites

None

# Clarity and Conciseness in Business Writing

## DESCRIPTION

Being clear and concise in business documents and messages isn't always easy. But it's essential in the workplace if you want what you write to be read. In this course, you'll explore techniques you can use to make your writing more clear. Specifically, you'll learn about the importance of using short and familiar words, appropriate connotations, concrete and specific language, and transitional words and phrases. You'll also explore tips for being more concise in your writing and best practices for organizing content.

## TARGET AUDIENCE

Individuals, at any level in an organization, who want to refresh or refine their basic business writing skills

## OBJECTIVES

### Writing Clearly and Concisely

- identify examples of guidelines for making clear word choices when writing
- recognize how to apply guidelines for writing clearly
- recognize how to apply guidelines for writing concisely to a given sample of business writing
- recognize the effective use of precise verbs and active voice in a given sample of business writing
- recognize ways of organizing written text for greater reader understanding
- identify design elements that can help increase reader understanding of written text
- apply techniques for writing clearly and concisely

ID

comm\_51\_a02\_bs\_enus

Expected Duration (Minutes)

31

Prerequisites

None

# Editing and Proofreading Business Documents

## DESCRIPTION

Have you ever distributed a document or message only to find later that you forgot to include a key point or correct an embarrassing spelling error? Taking the time to edit and proofread your writing will help you produce more focused, polished, and effective business documents. This course describes how to edit and proofread effectively, covering key areas, such as tone, structure, clarity, and accuracy, as well as common grammar, punctuation, and spelling mistakes to watch out for.

## TARGET AUDIENCE

Individuals at any level in an organization who want to refresh or refine their basic business writing skills

## OBJECTIVES

### Editing and Proofreading Effectively

- identify general techniques for editing and proofreading
- recognize errors related to accuracy and completeness in a given business document
- identify guidelines for editing the structure of written documents
- specify ways to handle lack of clarity or conciseness in written documents
- recognize the appropriate use of tone for a given situation
- recognize issues related to word usage and punctuation when proofreading a given business document
- identify grammar, spelling, and style consistency mistakes in a given business document
- apply techniques for editing and proofreading written documents

ID

comm\_51\_a03\_bs\_enus

Expected Duration (Minutes)

30

Prerequisites

None

# Tableau Visualization Design

## DESCRIPTION

Tableau transforms data into interactive visualizations with an easy-to-use drag-and-drop interface, allowing users to clearly and efficiently comprehend data. In this course, you will learn various techniques used in visualization design.

## TARGET AUDIENCE

Data analysts who wish to become more familiar with the Tableau platform

## OBJECTIVES

### Visualization Design

- start the course
- use Show Me in Tableau
- work with Dimensions and Measures in Tableau
- choose different mark types in Tableau
- use color options in Tableau
- change the size and shape of marks in Tableau
- use text tables in Tableau
- display multiple measures in Tableau
- customize tooltips in Tableau
- work with the formatting options in Tableau
- create a shared axis chart in Tableau
- create a dual axis chart in Tableau
- work with marks cards for multiple measures in Tableau

### Practice: Creating and Customizing a Chart

- create and customize a chart in Tableau

ID

df\_tabv\_a02\_it\_enus

Expected Duration (Minutes)

97

Prerequisites

None

# Tableau Dashboards and Data Organization

## DESCRIPTION

Tableau allows for immediate data transformations by using a drag-and-drop interface that builds and customizes the dashboards in seconds. In this course, you will learn to optimize your data organization and create effective dashboards.

## TARGET AUDIENCE

Data analysts who wish to become more familiar with the Tableau platform

## OBJECTIVES

### Dashboards

- start the course
- create dashboards in Tableau
- organize dashboard layouts in Tableau
- use dashboard actions in Tableau
- utilize advanced dashboard elements in Tableau
- create self-populating dashboards in Tableau
- create device layouts for dashboards in Tableau
- create dashboards online

### Data Organization

- filter data from data sources in Tableau
- organize the data pane in Tableau
- organize dimensions and measures in Tableau
- name worksheets and dashboards in Tableau
- color code worksheets and dashboards in Tableau
- create a forecast in Tableau

### Practice: Creating Dashboards in Tableau

- create a dashboard in Tableau

ID

df\_tabv\_a05\_it\_enus

Expected Duration (Minutes)

76

Prerequisites

None

# Tableau Advanced Visualizations

## DESCRIPTION

Tableau offers effective visualization that helps users with analysis and determining the reasoning regarding data and evidence. In this course, you will work with advanced visualizations.

ID

df\_tabv\_a08\_it\_enus

Expected Duration (Minutes)

46

Prerequisites

None

## TARGET AUDIENCE

Data analysts who wish to become more familiar with the Tableau platform.

## OBJECTIVES

### Advanced Visualizations

- start the course
- add animation in Tableau
- create a hex tile map in Tableau
- create a lollipop chart in Tableau
- work with cluster analysis in Tableau
- use the highlighting feature in Tableau
- filter across data sources in Tableau
- create parameters in Tableau
- create data hierarchies in Tableau

### Practice: Using Advanced Visualizations

- use advanced visualizations in Tableau



# Confluence: Signing in & Navigating within Spaces

## DESCRIPTION

As both a wiki software and a collaborative platform, Confluence enables you to create and manage multiple teams, projects, and knowledge centers at the same time. Learn how to create your account and manage your profile.

## TARGET AUDIENCE

N/A

## OBJECTIVES

N/A

ID

ds\_atco18\_01\_enus

Expected Duration (Minutes)

22

Prerequisites

N/A

# Confluence: Setting Up & Managing Spaces

## DESCRIPTION

Explore spaces, a fundamental concept in the Confluence experience. Comprised of interlocking or related pages, they allow you to organize and curate your knowledge centers and ensure that everyone who needs the information has access to it.

## TARGET AUDIENCE

N/A

## OBJECTIVES

N/A

ID

ds\_atco18\_02\_enus

Expected Duration (Minutes)

79

Prerequisites

N/A



# Confluence: Working with Spaces

## DESCRIPTION

The Confluence editor interface is where all your creative activities take place when it comes to building out your space. Explore the available tools and features that can be used with spaces.

## TARGET AUDIENCE

N/A

## OBJECTIVES

N/A

ID  
ds\_atco18\_03\_enus

Expected Duration (Minutes)  
81

Prerequisites  
N/A



# Confluence: Working with Team Members

## DESCRIPTION

Spaces are collaborative and are designed to help you work more efficiently with team members and colleagues within your organization. Learn how to work with team members.

## TARGET AUDIENCE

N/A

## OBJECTIVES

N/A

ID

ds\_atco18\_04\_enus

Expected Duration (Minutes)

25

Prerequisites

N/A



# Confluence: Configuring Spaces

## DESCRIPTION

Confluence allows for a huge degree of control over everything you can do on the platform. Learn how to manage templates and themes, edit language and regional settings, secure your space access and permissions, and check site logs.

## TARGET AUDIENCE

N/A

## OBJECTIVES

N/A

ID  
ds\_atco18\_05\_enus

Expected Duration (Minutes)  
42

Prerequisites  
N/A

# Basecamp 2: Sign-in & Setup

## DESCRIPTION

Basecamp is an online project management service. Discover how to create an account, sign-in, and set up the application.

ID

ds\_bcamp2\_01\_enus

## TARGET AUDIENCE

N/A

Expected Duration (Minutes)

20

## OBJECTIVES

N/A

Prerequisites

N/A

# Basecamp 2: Setting Up Projects

## DESCRIPTION

Basecamp streamlines project management services by providing online collaboration services. Discover how to set up projects in Basecamp.

ID

ds\_bcamp2\_02\_enus

## TARGET AUDIENCE

N/A

Expected Duration (Minutes)

35

## OBJECTIVES

N/A

Prerequisites

N/A



# Basecamp 2: Tracking Projects

## DESCRIPTION

Tracking projects and their progress are an integral part of project management. Discover how to track projects in Basecamp.

ID

ds\_bcamp2\_03\_enus

## TARGET AUDIENCE

N/A

Expected Duration (Minutes)

39

## OBJECTIVES

N/A

Prerequisites

N/A



# Basecamp 2: Managing Project Tasks & Assets

## DESCRIPTION

Every project manager understands the important relationship between tasks and assets. Discover how to manage project tasks and assets in Basecamp.

## TARGET AUDIENCE

N/A

## OBJECTIVES

N/A

ID

ds\_bcamp2\_04\_enus

Expected Duration (Minutes)

47

Prerequisites

N/A

# Basecamp 2: Discussion & Collaboration Tools

## DESCRIPTION

Projects are implemented by teams, and communication is crucial to a successful outcome. Explore discussion and collaboration tools in Basecamp.

## TARGET AUDIENCE

N/A

## OBJECTIVES

N/A

ID

ds\_bcamp2\_05\_enus

Expected Duration (Minutes)

50

Prerequisites

N/A

# Basecamp 3: Signing In & Setting Up

## DESCRIPTION

Basecamp 3 is an online project management service. Discover how to create an account, sign-in, and set up the application.

## TARGET AUDIENCE

N/A

## OBJECTIVES

N/A

ID

ds\_bcamp3\_01\_enus

Expected Duration (Minutes)

28

Prerequisites

N/A

# Basecamp 3: Using the Team Communication Tools

## DESCRIPTION

Projects are implemented by teams, and communication is crucial to a successful outcome. Explore discussion and collaboration tools in Basecamp 3.

## TARGET AUDIENCE

N/A

## OBJECTIVES

N/A

ID

ds\_bcamp3\_02\_enus

Expected Duration (Minutes)

52

Prerequisites

N/A

# Basecamp 3: Setting Up & Tracking Projects

## DESCRIPTION

Basecamp streamlines project management services by providing online collaboration services. Discover how to set up and track your projects in Basecamp.

## TARGET AUDIENCE

N/A

## OBJECTIVES

N/A

ID

ds\_bcamp3\_03\_enus

Expected Duration (Minutes)

44

Prerequisites

N/A



# Basecamp 3: Managing your Project Tasks & Assets

## DESCRIPTION

Every project manager understands the important relationship between tasks and assets. Discover how to manage project tasks and assets in Basecamp.

## TARGET AUDIENCE

N/A

## OBJECTIVES

N/A

ID
ds_bcamp3_04_enus
Expected Duration (Minutes)
42
Prerequisites
N/A



# Basecamp 3: Using the Calendar Tools

## DESCRIPTION

Bring some order to your projects with the calendar tools in Basecamp. Find out how to browse your calendar, create events, and manage and share your schedule.


## TARGET AUDIENCE

N/A

## OBJECTIVES

N/A

ID
ds_bcamp3_05_enus
Expected Duration (Minutes)
20
Prerequisites
N/A



# Basecamp 3: Using Basecamp 3 for iOS

## DESCRIPTION

Basecamp for iOS lets you manage your projects from your Apple mobile devices. Learn how to create teams, track your project activity, and deliver on your deadlines.

## TARGET AUDIENCE

N/A

## OBJECTIVES

N/A

ID

ds\_bcamp3\_06\_enus

Expected Duration (Minutes)

64

Prerequisites

N/A



# Buffer: Sign-in & Account Creation

## DESCRIPTION

Need a social media management tool? Get to know how Buffer works for individuals and businesses through exploration. Discover how to sign in and out, add accounts, and manage account settings.

ID

ds\_buff15\_01\_enus

Expected Duration (Minutes)

18

Prerequisites

N/A

## TARGET AUDIENCE

N/A

## OBJECTIVES

N/A

# Buffer: Managing Social Media Activity

## DESCRIPTION

Buffer allows you to customize where and how to share your social media posts. Examine multiple network sharing, automatic posting and scheduling, managing your queue, using the Buffer extension, analyzing posts, and managing settings.

## TARGET AUDIENCE

N/A

## OBJECTIVES

N/A

ID

ds\_buff15\_02\_enus

Expected Duration (Minutes)

30

Prerequisites

N/A

# Facebook for Web: Creating & Managing Pages

## DESCRIPTION

Do you want to promote your company or project? Discover how to create, edit, and update a custom Facebook page; build an audience to promote your page; and manage page administrators and settings.

## TARGET AUDIENCE

N/A

## OBJECTIVES

N/A

ID

ds\_face2016\_07\_enus

Expected Duration (Minutes)

32

Prerequisites

N/A

# Pages for Facebook Business: Setting Up a Page

## DESCRIPTION

Facebook Pages are great way to promote and grow your business, brand, charity, or products. Find out how to create a new Page, add contact information and profile images, and manage Page administrators, restrictions, and notifications.

## TARGET AUDIENCE

N/A

## OBJECTIVES

N/A

ID

ds\_fbkgpg17\_01\_enus

Expected Duration (Minutes)

41

Prerequisites

N/A

# Pages for Facebook Business: Creating Page Posts

## DESCRIPTION

Create compelling content to engage your Page audience. Learn how to use the different types of post, add photos, slideshows, and live videos, and draft and schedule posts to keep your Page active and dynamic.

## TARGET AUDIENCE

N/A

## OBJECTIVES

N/A

ID

ds\_fbkpg17\_02\_enus

Expected Duration (Minutes)

47

Prerequisites

N/A

# Pages for Facebook Business: Building your Page Reach

## DESCRIPTION

Grow your Page reach, by learning how to create Page Milestones to tell your story, how to add a call-to-action button to make interactions easy, and use Page insights to analyze engagement and content reach.

## TARGET AUDIENCE

N/A

## OBJECTIVES

N/A

ID

ds\_fbkpg17\_03\_enus

Expected Duration (Minutes)

29

Prerequisites

N/A

# FreeMind 1.0.1: Using & Customizing the Interface

## DESCRIPTION

Get started using FreeMind, and explore the interface. Discover how to navigate and search a document, configure the display and interface, and customize keyboard shortcuts.

## TARGET AUDIENCE

N/A

## OBJECTIVES

N/A

ID

ds\_freem\_1\_01\_enus

Expected Duration (Minutes)

23

Prerequisites

N/A

# FreeMind 1.0.1: Creating, Saving, & Exporting Documents

## DESCRIPTION

Explore document management in FreeMind. Discover how to create, open, save, print, and password protect mind maps, as well as how to export mind maps as HTML or images.

## TARGET AUDIENCE

N/A

## OBJECTIVES

N/A

ID

ds\_freem\_1\_02\_enus

Expected Duration (Minutes)

24

Prerequisites

N/A



# FreeMind 1.0.1: Building a Mind Map

## DESCRIPTION

Discover how to add content to a mind map. Learn how to create and work with nodes and text, add dates and reminders, insert links, and apply attributes from a drop-down list.

## TARGET AUDIENCE

N/A

## OBJECTIVES

N/A

ID

ds\_freem\_1\_03\_enus

Expected Duration (Minutes)

46

Prerequisites

N/A

# FreeMind 1.0.1: Formatting a Mind Map

## DESCRIPTION

FreeMind provides a number of ways for you to make your mind maps more visually appealing. Discover how to modify font and text style, format and group nodes, and customize predefined node styles.

## TARGET AUDIENCE

N/A

## OBJECTIVES

N/A

ID

ds\_freem\_1\_04\_enus

Expected Duration (Minutes)

22

Prerequisites

N/A

# Google AdWords: Setting up Ad Campaigns

## DESCRIPTION

Google AdWords is Google's suite of online advertising tools, used by people to prepare copy, run ad campaigns, and boost revenue. Find out how to sign in to Google AdWords, understand the ads interface, and create your first campaign.

## TARGET AUDIENCE

N/A

## OBJECTIVES

N/A

ID

ds\_goads18\_01\_enus

Expected Duration (Minutes)

34

Prerequisites

N/A

# Google AdWords: Creating Ads & Ad Groups

## DESCRIPTION

Once you've put together your ad campaign, learn how to set up your ad, develop it with extensions, and experiment with variations, drafts, and device settings to get the most out of your campaigns.

## TARGET AUDIENCE

N/A

## OBJECTIVES

N/A

ID

ds\_goads18\_02\_enus

Expected Duration (Minutes)

46

Prerequisites

N/A

# Google AdWords: Using Audience, Placements & Keywords

## DESCRIPTION

To ensure that your ads are successful learn to explore and manipulate the different types of data in Google AdWords. Find out how to use topics, keywords, and placements, and track location data and audience demographics.

## TARGET AUDIENCE

N/A

## OBJECTIVES

N/A

ID

ds\_goads18\_03\_enus

Expected Duration (Minutes)

37

Prerequisites

N/A

# Google AdWords: Analyzing Ads & Campaigns

## DESCRIPTION

In Google AdWords, you can start analyzing the huge amount of data pulled in on your ads. Learn to view and analyze trends and metrics in your data reports, and stay on top of campaign activities with predefined and customizable dashboards.

## TARGET AUDIENCE

N/A

## OBJECTIVES

N/A

ID

ds\_goads18\_04\_enus

Expected Duration (Minutes)

37

Prerequisites

N/A

# Google AdWords: Managing Accounts & Settings

## DESCRIPTION

Customize your AdWords account in a variety of ways. See how to add users to your account, personalize notifications, and connect AdWords to your Google Analytics account to better analyze data and take your campaigns to the next level.

## TARGET AUDIENCE

N/A

## OBJECTIVES

N/A

ID

ds\_goads18\_05\_enus

Expected Duration (Minutes)

21

Prerequisites

N/A

# Google Analytics Fundamentals and Data Collection

## DESCRIPTION

There are a variety of digital strategies, such as e-commerce and content publishing, which benefit from performance measurement. Using Google Analytics to measure performance data and convert that into actionable insights can help achieve organizational strategies and goals. This course introduces digital analysis, the process of creating and implementing measurement plans, and the types of data and metrics recorded using Google Analytics.

## TARGET AUDIENCE

Any individual wanting to improve the performance of their online commercial activities and for those wanting to prepare for the Google Analytics Individual Qualification (IQ) exam

## OBJECTIVES

### Data Analysis Overview

- start the course
- recognize the importance of data collection and various strategies that it supports
- identify the various elements of digital analysis
- recognize techniques for segmentation and adding context to performance data
- identify features of conversion and attribution

### Measurement Plan

- recognize required resources for effective data measurement
- identify the main steps in creating a measurement plan
- identify activities leading to plan implementation

### Data Collection and Metrics

- recognize the process whereby data is collected, stored, processed, and reported
- distinguish between categories of Google Analytics data
- recognize commonly used Google Analytics data metrics

### Practice: Features of Measurement

ID

ds\_goan\_a01\_dt\_enus

Expected Duration (Minutes)

43

Prerequisites

None





- identify steps for creating a data measurement plan and recognize the type of data collected and commonly used metrics

# Google Analytics Reports

## DESCRIPTION

There are a variety of digital strategies, such as e-commerce and content publishing, which benefit from performance measurement. Using Google Analytics to measure performance data and convert that into actionable insights can help achieve organizational strategies and goals. This course demonstrates creating an Analytics account, creating and viewing numerous reports, and visualizing data important to your business.

## TARGET AUDIENCE

Any individual wanting to improve the performance of their online commercial activities and for those wanting to prepare for the Google Analytics Individual Qualification (IQ) exam

## OBJECTIVES

### Creating and Using a Google Analytics Account

- start the course
- sign up for and navigate your Google Analytics account
- filter out unwanted statistics from your reports
- get detailed data on your e-commerce goals
- make use of data obtained outside of Google Analytics

### Google Analytics Reports

- view reports generated from your data
- view reports about the people visiting and using your site
- identify how your users are getting to your page
- view reports on how your advertising is directing traffic to your site
- identify how visitors use and navigate your site
- create custom reports and use the Google Analytics dashboard to display your most important data

### Practice: Set up a Google Analytics account

- create a Google Analytics account and add the analytics code to your site

ID

ds\_goan\_a02\_dt\_enus

Expected Duration (Minutes)

48

Prerequisites

None

# Google Conversions and Tags

## DESCRIPTION

Google Analytics are applicable to both web sites as well as mobile applications. Using Google's Tag Manager allows you to efficiently manage tags across your online presence without consuming valuable IT department time. This course demonstrates using Google Tag Manager to update tags in your online assets. You will also learn how to implement Google Analytics in your mobile app.

ID

ds\_goan\_a03\_dt\_enus

Expected Duration (Minutes)

44

## TARGET AUDIENCE

Any individual wanting to improve the performance of their online commercial activities and for those wanting to prepare for the Google Analytics Individual Qualification (IQ) exam

Prerequisites

None

## OBJECTIVES

### Conversion Reports

- start the course
- visualize how viewers are arriving at your goals
- identify how your site's e-commerce components are performing
- visualize how prior activity has aided sales and conversions
- identify how to improve your return on advertising spending

### Google Tag Manager

- describe the features and utility of Google Tag Manager
- configure Tag Manager accounts for your needs
- add tag manager support to a web site
- describe components and concepts in Tag Manager

### Google Analytics for Mobile Apps

- set up and use the analytics SDK in your app
- set up and use Google Tag Manager to track app usage

### Practice: Set Up Tag Manager

- add tag manager support to a website

# Analytics APIs and Tools

## DESCRIPTION

Google is continually making changes and improvements to the Analytics platform; It's important to ensure that you are using the most recent version. Google makes a large portion of Analytics functionality available through an API for consuming with your own applications. This course demonstrates using the Analytics API to obtain analytics data and profile information. You will also learn how to upgrade the analytics version in use on your site.

## TARGET AUDIENCE

Any individual wanting to improve the performance of their online commercial activities and for those wanting to prepare for the Google Analytics Individual Qualification (IQ) exam

## OBJECTIVES

### Upgrading Google Analytics

- start the course
- upgrade the Analytics snippet to the modern version
- replace basic page view tags with updated versions

### Google Analytics APIs and Tools

- describe the features and abilities of the Management API
- access profile information using the API
- describe the features of the Core Reporting API
- explore the Core Reporting API without code
- visualize analytics data in a spreadsheet
- access web and app reports using the mobile app

### Practice: Use the Spreadsheet Add-on

- use a spreadsheet to access and visualize analytics data

ID

ds\_goan\_a04\_dt\_enus

Expected Duration (Minutes)

34

Prerequisites

None

# Google Analytics for Web: Creating & Managing Properties

## DESCRIPTION

Activating Google Analytics for your website is a great way for measuring and analyzing its performance and audience. Find out how to activate Google Analytics, how to manage accounts, properties, and views, and how to set up goals and alerts.

## TARGET AUDIENCE

N/A

## OBJECTIVES

N/A

ID

ds\_goanl17\_01\_enus

Expected Duration (Minutes)

54

Prerequisites

N/A

# Google Analytics for Web: Analyzing Audiences & User Behavior

## DESCRIPTION

In Google Analytics, you can get information on your website's audience and behavior. Find out how to track what your users are doing on your website, how to analyze user location and language, and how explore user behavior, flow, and page use.

## TARGET AUDIENCE

N/A

## OBJECTIVES

N/A

ID

ds\_goanl17\_02\_enus

Expected Duration (Minutes)

51

Prerequisites

N/A

# Google Analytics for Web: Using Dashboards & Reports

## DESCRIPTION

Google Analytics lets you stay on top of your website's audience and activity. See how to create, edit, and share custom dashboards, how to import predefined dashboards, and how to export your data in a variety of different reports.

## TARGET AUDIENCE

N/A

## OBJECTIVES

N/A

ID

ds\_goanl17\_03\_enus

Expected Duration (Minutes)

45

Prerequisites

N/A



# YouTube for Web: Searching & Viewing Videos

## DESCRIPTION

Get started viewing and sharing videos with the YouTube app. Discover how to create, access, and customize your account; search for and watch videos; subscribe to a channel; and manage your subscriptions.

## TARGET AUDIENCE

N/A

## OBJECTIVES

N/A

ID

ds\_gooytb16\_01\_enus

Expected Duration (Minutes)

37

Prerequisites

N/A



# YouTube for Web: Publishing Videos & Managing Channels

## DESCRIPTION

Want to share videos on YouTube? Discover how to create and manage channels and playlists, publish videos, use tags and comments, and use the Creator Studio to generate reports about your account activity.

## TARGET AUDIENCE

N/A

## OBJECTIVES

N/A

ID

ds\_gooytb16\_02\_enus

Expected Duration (Minutes)

72

Prerequisites

N/A

# YouTube for Web: Creating & Editing Videos

## DESCRIPTION

Discover how to create your own videos with YouTube. Explore the YouTube tools to create video slideshows and montages, add music and annotations, and edit and customize your videos.

## TARGET AUDIENCE

N/A

## OBJECTIVES

N/A

ID

ds\_gooytb16\_03\_enus

Expected Duration (Minutes)

25

Prerequisites

N/A

# Google Sheets: Illustrating Documents

## DESCRIPTION

Spreadsheets in Google Sheets do not have to contain only data. Explore various methods for inserting images, including how to create, insert, and edit drawings, as well as how to add hyperlinks.

## TARGET AUDIENCE

N/A

## OBJECTIVES

N/A

ID

ds\_gshee16\_05\_enus

Expected Duration (Minutes)

21

Prerequisites

N/A

# Google Sheets: Finding, Sorting & Filtering Data

## DESCRIPTION

There are times you may only want to work with particular data in a spreadsheet. Discover how to use the Google Sheets tools to find and replace data, sort data, and use filters and filter views to display only specific data.

## TARGET AUDIENCE

N/A

## OBJECTIVES

N/A

ID

ds\_gshee16\_06\_enus

Expected Duration (Minutes)

28

Prerequisites

N/A

# Google Sheets: Charts & Graphs

## DESCRIPTION

Display your data visually using the built-in charting features in Google Sheets. Discover how to create, insert, label, format, and publish charts, as well as how to use Sparklines.

## TARGET AUDIENCE

N/A

## OBJECTIVES

N/A

ID

ds\_gshee16\_09\_enus

Expected Duration (Minutes)

63

Prerequisites

N/A

# Hootsuite: Adding & Managing Accounts

## DESCRIPTION

Hootsuite is a social media management tool designed to help you curate and control your different social media accounts. Explore the Hootsuite interface.

## TARGET AUDIENCE

N/A

## OBJECTIVES

N/A

ID

ds\_hoot18\_01\_enus

Expected Duration (Minutes)

30

Prerequisites

N/A

# Hootsuite: Publishing & Scheduling Posts

## DESCRIPTION

Hootsuite is all about publishing content across different social media platforms. Discover how to create new publications, attach files, images, and videos, and schedule publications.

## TARGET AUDIENCE

N/A

## OBJECTIVES

N/A

ID

ds\_hoot18\_02\_enus

Expected Duration (Minutes)

29

Prerequisites

N/A



# MindManager 2016: Working with the Interface

## DESCRIPTION

Get started using MindManager. Explore the MindManager interface, and discover how to navigate and search a document, configure the display and interface, use keyboard shortcuts and customize editing options.

## TARGET AUDIENCE

N/A

## OBJECTIVES

N/A

ID

ds\_mm2016\_01\_enus

Expected Duration (Minutes)

35

Prerequisites

N/A



# MindManager 2016: Creating, Saving & Exporting Documents

## DESCRIPTION

Discover how to manage documents in MindManager. Learn how to apply password protection, use comments and track changes, and look at various ways to export mind maps.

## TARGET AUDIENCE

N/A

## OBJECTIVES

N/A

ID

ds\_mm2016\_02\_enus

Expected Duration (Minutes)

61

Prerequisites

N/A



# MindManager 2016: Adding Text to Mind Maps

## DESCRIPTION

Discover how to enter text in your mind map, use spell check and autocorrect, insert selection menus, and format the text font and style.

## TARGET AUDIENCE

N/A

## OBJECTIVES

N/A

ID

ds\_mm2016\_03\_enus

Expected Duration (Minutes)

22

Prerequisites

N/A

# MindManager 2016: Illustrating Mind Maps

## DESCRIPTION

You can make your mind maps more engaging by adding images to them. Discover how to insert and manage images, work with hyperlinks, add attachments, and create custom icons.

## TARGET AUDIENCE

N/A

## OBJECTIVES

N/A

ID

ds\_mm2016\_04\_enus

Expected Duration (Minutes)

24

Prerequisites

N/A



# MindManager 2016: Adding Tables, Charts, & Data to Mind Maps

## DESCRIPTION

Need to add data to your mind map? Discover how to work with spreadsheets and charts, import a database, make an RSS feed map, and work with Outlook elements in MindManager.

## TARGET AUDIENCE

N/A

## OBJECTIVES

N/A

ID

ds\_mm2016\_05\_enus

Expected Duration (Minutes)

32

Prerequisites

N/A

# MindManager 2016: Adding Markers & Tags to Mind Maps

## DESCRIPTION

Easily locate important topics in your mind maps. Discover how to work with tags and markers, including using the Element Index feature and filtering elements in MindManager.

## TARGET AUDIENCE

N/A

## OBJECTIVES

N/A

ID

ds\_mm2016\_06\_enus

Expected Duration (Minutes)

27

Prerequisites

N/A

# MindManager 2016: Using the Project Management Tools

## DESCRIPTION

MindManager includes a number of tools to help you manage your project. Learn how to work with tasks and alerts, use the GANNT feature to view and edit your project, and use the Analysis mode to help make decisions regarding your project.

## TARGET AUDIENCE

N/A

## OBJECTIVES

N/A

ID

ds\_mm2016\_07\_enus

Expected Duration (Minutes)

34

Prerequisites

N/A

# MindManager 2016: Using Topics in Mind Maps

## DESCRIPTION

Discover how to add, select, move, copy, and paste topics in your mind map. Also, learn how to format, style, and organize topics to help clarify your presentation.

## TARGET AUDIENCE

N/A

## OBJECTIVES

N/A

ID

ds\_mm2016\_08\_enus

Expected Duration (Minutes)

28

Prerequisites

N/A

# MindManager 2016: Formatting Mind Maps

## DESCRIPTION

MindManager includes a number of tools for formatting your mind maps. Discover how to change colors, apply styles, work with themes, insert links, and add borders and connectors between topics.

## TARGET AUDIENCE

N/A

## OBJECTIVES

N/A

ID

ds\_mm2016\_09\_enus

Expected Duration (Minutes)

37

Prerequisites

N/A





# MindManager 2016: Presenting Mind Maps

## DESCRIPTION

Need to present your mind map? Discover how to print slides of your mind map, export the slides to PowerPoint, add notes and a timer, and use the Walk Through mode in MindManager to make showing your presentation more efficient.

## TARGET AUDIENCE

N/A

## OBJECTIVES

N/A

ID

ds\_mm2016\_10\_enus

Expected Duration (Minutes)

18

Prerequisites

N/A

# IT Security for End Users: IT Security Fundamentals

## DESCRIPTION

Companies that have the greatest chance of fending off IT security attacks are those that have employees who are armed with the knowledge of how to use a company's computers, network, and mobile devices with security in mind. In this course, you'll learn fundamental security concepts that apply to use as an end user, like the role you play in your company's overall IT security. This course also covers some of the most common IT security policies that apply to you as an end user, including policies for secure computer use, mobile device use, and general security policies if you work remotely.

## TARGET AUDIENCE

End users of computer systems and mobile devices in a corporate environment, individuals interested in fundamentally secure computers, and communications practices

## OBJECTIVES

### IT Security Overview

- start the course
- describe what IT security is and what it includes
- identify the role and purpose of IT security in the corporate environment
- distinguish between confidentiality, integrity, and availability security objectives
- identify the end user's role in overall IT security
- describe general IT policy characteristics

### Work Environment Security Policies

- identify computer and hardware security policy best practices
- identify mobile device security policy best practices
- identify e-mail and Internet security policy best practices
- identify social networking security policy best practices
- identify password security policy best practices

### Remote User Security Policies

- describe the specific security considerations for remote users
- identify remote user security policy best practices

### Practice: Securing the Work Environment

ID

ds\_sfeu\_a01\_dt\_enus

Expected Duration (Minutes)

51

Prerequisites

None



- identify fundamental IT security best practices for the work environment

# IT Security for End Users: Using Corporate Devices Securely

## DESCRIPTION

Knowing how to use corporate computers and devices in a secure way helps ensure you don't jeopardize your work, your organization, or your personal security. In this course you'll learn about common threats to corporate computers, including malicious attacks, and best practices for using your computer in ways that prevent these attacks. This course also covers some of the security threats you might face when using corporate mobile devices, and techniques you can use to protect your device and yourself.

## TARGET AUDIENCE

End users of computer systems and mobile devices in a corporate environment, individuals interested in fundamentally secure computers, and communications practices

## OBJECTIVES

### Threats to Corporate Computers

- start the course
- describe characteristics of human error threats to corporate computer security
- describe characteristics of malicious behavior that threatens corporate computer security

### Securing Corporate Computers

- identify best practices for protecting your corporate computer against malicious behavior
- describe characteristics and best practices for using file encryption and access controls to protect your corporate computer
- describe characteristics and best practices for using system patches to protect your corporate computer
- describe characteristics and best practices for using antivirus software to protect your corporate computer

### Threats to Corporate Mobile Devices

- identify potential physical security threats to corporate mobile devices
- distinguish between the different types of malware threats
- identify characteristics of threats to mobile devices via wireless networks

ID

ds\_sfeu\_a02\_dt\_enus

Expected Duration (Minutes)

50

Prerequisites

None



## Securing Corporate Mobile Devices

- identify best practices for securing corporate mobile devices against common physical threats
- identify best practices for securing corporate mobile devices against common malware threats
- identify best practices for securing corporate mobile devices against common wireless network threats

## Practice: Safe Corporate Device Use

- identify best practices for securing both corporate computers and corporate mobility devices against common threats

# IT Security for End Users: Secure Corporate Communications and Networking

ID

ds\_sfeu\_a03\_dt\_enus

## DESCRIPTION

The advancement in corporate communications and social networking has opened countless opportunities and new ways for people to perform their jobs. But just as our IT communications options have advanced, so have the security threats posed by these advancements. In this course you'll learn about the common threats to corporate computers and devices that exploit vulnerabilities in our communications and networking methods such as e-mail, Internet, and social networking platforms. This course also covers best practices and techniques to mitigate security risks while conducting communications as part of your job. Finally this course covers what social engineering is, and how as an end user of corporate computers and devices you can protect yourself and your company from the intelligent ways hackers use social engineering.

Expected Duration (Minutes)

46

Prerequisites

None

## TARGET AUDIENCE

End users of computer systems and mobile devices in a corporate environment, individuals interested in fundamentally secure computers, and communications practices


## OBJECTIVES

### E-mail and Internet Security

- start the course
- identify the threats to corporate security that can result from unsecured communications technologies
- identify the potential threats from unsecured e-mail usage
- describe best practices for ethical and safe e-mail use
- identify the common security threats to corporate systems and infrastructure from using unsecured webmail access at work
- identify best practices for securely accessing webmail services
- describe the common corporate security risks of Internet usage
- identify secure corporate Internet usage best practices

### Social Networking Security

- identify characteristics and risks of social engineering scams
- describe techniques to avoid being a victim of social engineering scams

- 
- identify risks to corporate systems from unsecured social networking activities
  - identify best practices when using social networking platforms

**Practice: Secure Corporate Communications**

- identify best practices for securely using corporate e-mail, access webmail, Internet use, and social networking activities

# Tumblr for Web: Getting Started with Blogs

## DESCRIPTION

Want to create a blog using Tumblr? Explore Tumblr, and discover how to edit your profile and account settings, subscribe to and manage blogs and users, create private blogs, and work with the dashboard.

## TARGET AUDIENCE

N/A

## OBJECTIVES

N/A

ID

ds\_tblr16\_01\_enus

Expected Duration (Minutes)

43

Prerequisites

N/A



# Tumblr for Web: Blog Authoring Tools

## DESCRIPTION

Create and customize a Tumblr blog using various authoring tools. Discover how to create a post; work with text, images, videos, and audio; use themes and layouts; and add a new page to a blog.

## TARGET AUDIENCE

N/A

## OBJECTIVES

N/A

ID

ds\_tblr16\_02\_enus

Expected Duration (Minutes)

57

Prerequisites

N/A

# Tumblr for Web: Finding Blogs

## DESCRIPTION

Looking for blogs or posts about a specific topic in Tumblr? Discover how to use keywords and hashtags, work with the search tool, find and chat with contacts, and share a blog.

## TARGET AUDIENCE

N/A

## OBJECTIVES

N/A

ID

ds\_tblr16\_03\_enus

Expected Duration (Minutes)

22

Prerequisites

N/A

# Twitter for Professionals: Promoting a Business & Engaging with Users

## DESCRIPTION

Connect with users and promote your business on Twitter. Learn to identify trends, use hashtags effectively, deploy business-specific features and call-to-action buttons, and interact with Twitter users in meaningful and engaging ways.

## TARGET AUDIENCE

N/A

## OBJECTIVES

N/A

ID

ds\_twpro18\_01\_enus

Expected Duration (Minutes)

66

Prerequisites

N/A

# Twitter for Professionals: Analyzing Audiences & User Behavior

## DESCRIPTION

With Twitter Analytics, you can get detailed information on how users are interacting with your tweets. Find out how to analyze global trends and engagement, explore audience metrics, and track tweet interaction and conversion events.

## TARGET AUDIENCE

N/A

## OBJECTIVES

N/A

ID

ds\_twpro18\_02\_enus

Expected Duration (Minutes)

48

Prerequisites

N/A

# Twitter for Professionals: Using Twitter Media Studio

## DESCRIPTION

Twitter Media Studio is your one stop shop for managing your multimedia activities on Twitter. Learn how to upload videos, GIFs, and images, share and schedule tweets, and keep track of your audience engagement and interactions.

## TARGET AUDIENCE

N/A

## OBJECTIVES

N/A

ID

ds\_twpro18\_03\_enus

Expected Duration (Minutes)

26

Prerequisites

N/A

# Emergency and Disaster Preparedness

## DESCRIPTION

Emergencies and disasters can strike at any time, anywhere, and without any warning. In this course, you'll learn about ways to prepare and respond to emergencies and disasters. You'll also learn about safe evacuation practices. Then you'll be introduced to the best ways to respond to specific natural and manmade emergencies and disasters. The course was developed and reviewed with subject matter support provided by certified subject matter experts and industry professionals. Please note, the course materials and content were current with the laws and regulations at the time of the last expert review, however, they may not reflect the most current legal developments. Nothing herein, or in the course materials, shall be construed as professional advice as to any particular situation with respect to compliance with legal statutes or requirements.

## TARGET AUDIENCE

All employees

## OBJECTIVES

### Preparing for Disasters

- identify best practices to demonstrate preparedness for an emergency or disaster
- identify what you need to know to be prepared for an emergency evacuation
- identify the actions to take in the event of a fire
- identify the actions to take in the event of a hazardous substance spill or release
- identify the actions to take in the event of an earthquake
- identify the actions to take in the event of a flood
- identify the actions to take in the event of a tornado
- identify violent behavior and warning signs of violent behavior
- recognize ways to prevent workplace violence
- identify the appropriate response to a bomb threat

ID

ehs\_hsf\_a98\_sh\_enus

Expected Duration (Minutes)

22

Prerequisites

None

# Microsoft Dynamics CRM 2013: Forms, Marketing, Contacts, and Processes

ID

er\_dcrb\_a01\_it\_enus

## DESCRIPTION

In Microsoft Dynamics CRM 2013, you can use marketing campaigns to introduce new products or services, or to simply create some buzz to get people talking about your products or services. In this course, you'll learn how to use these features in Microsoft Dynamics CRM 2013 and enable your business to improve sales, marketing, and service for customers. You'll begin by learning how to modify and publish forms, how to work with the business process workflow's, how to manage data using contacts, and how to implement marketing campaigns. You will also learn how to run reports using the Reporting Wizard.

Expected Duration (Minutes)

57

Prerequisites

None

## TARGET AUDIENCE

Users who want to become familiar with completing basic tasks within Microsoft Dynamics CRM for marketing and sales

## OBJECTIVES

### Overview and Dashboard Management

- start the course
- describe the application in Dynamics CRM 2013
- describe the minor additions to the quick commands
- describe the process-oriented workflow form
- manage dashboards
- work with dashboard presentations

### Manage Forms and Processes

- modify and publish forms
- modify the field properties of a form
- modify the business process workflow
- use the new case resolution process to resolve cases
- enable and use Bing Maps from within Dynamics CRM 2013

### Marketing Campaigns and Contacts

- work with marketing campaigns to introduce or popularize products
- work with marketing lists for a marketing campaign
- work with marketing lists to create a mail merge document



- import a contact list
- create a report and run it using the Report Wizard



# Marketing Automation in Microsoft Dynamics CRM 2013

## DESCRIPTION

Microsoft Dynamics CRM 2013 Marketing Module is a Customer Relationship Management application that enables you to automate the marketing process. In this course, you will learn how to configure and use the marketing module including detailed campaign management, importing data, and managing data quality.

## TARGET AUDIENCE

Individuals who plan to use, implement, or support the Microsoft Dynamics CRM 2013 marketing module in their organization

## OBJECTIVES

### Introduction to Marketing Automation

- start the course
- create a static marketing list and add recipients to the list
- create a self-maintained marketing list based on a query
- compare a campaign and a quick campaign
- create a quick campaign
- configure posts to communicate system activity to CRM users
- use activity feeds to keep up to date with the latest news on selected records and people

### Marketing Campaigns

- create a marketing campaign template
- create a marketing campaign
- use campaign activities with a campaign
- send out campaign activities as part of a campaign
- use campaign responses to manage and measure campaign success
- create and use e-mail templates

### Marketing Reports and Mail Merging

- describe the built-in CRM marketing reports
- create a mail merge template
- perform a Microsoft Word mail merge using CRM data

### Importing Data

ID


er\_dcrm\_a03\_it\_enus

Expected Duration (Minutes)

135

Prerequisites

None

- 
- use the Import Data Wizard to import records
  - export data to Excel, make changes, and re-import the changes back into CRM

## **Data Quality Management**

- merge duplicate records together
- create duplicate detection rules
- pick up duplicates through the CRM user interface and via scheduled jobs
- use a query to set up a bulk deletion job
- create a dashboard using views and graphs

## **Practice: Creating a Quick Campaign**

- set up a quick campaign using a dynamic marketing list

# Pandemic Flu Awareness

## DESCRIPTION

In October 2005, the Centers for Disease Control (CDC) estimated that if pandemic flu was to hit the US, approximately 200,000 to 2 million people could possibly die. This was based on models from past pandemics – the Spanish Flu (1918), the Asian Flu (1957), and the Hong Kong Flu (1968). The government further estimates that up to 40% of the workforce could be absent from work at the height of a pandemic wave. The potential impact on the social and economic infrastructure is enormous. To address this, the government has released a response plan called the “National Strategy for Pandemic Influenza Implementation Plan,” referred to as “the Strategy.” The Strategy outlines the roles and responsibilities of governmental and nongovernmental entities, but clearly indicates that the center of gravity for pandemic response will be at the community level. According to the Strategy, “sustaining the operations of critical infrastructure under conditions of pandemic influenza will depend largely on each organization’s development and implementation plans for business continuity of operations under conditions of staffing shortages and to protect the health of their workforce.” In other words, it is essential for all institutions and businesses to develop their own pandemic plan. It isn’t too early to start planning how you and your organization will respond to the very real threat of a flu pandemic. In fact, there could be a point when it is too late. This course is designed to increase awareness of the pandemic threat the flu poses and to provide information that can be used to form the basis of preparedness and prevention for your organization. This course also includes the latest information concerning the H1N1 (swine) flu which the World Health Organization has indicated that a pandemic is underway. This course was reviewed and edited by Winn Forensics, LLC, a professional services company focusing on corporate, business and personal safety training as well as consulting on occupational injury matters. Please note, the course materials and content were current with the laws and regulations at the time of the last expert review, however, they may not reflect the most current legal developments. Nothing herein, or in the course materials, shall be construed as professional advice as to any particular situation with respect to compliance with legal statutes or requirements.

ID

esh\_sah\_a10\_sh\_enus

Expected Duration (Minutes)

60

Prerequisites

N/A


## TARGET AUDIENCE

All employees, supervisors, and managers

## OBJECTIVES

### Anatomy of a Pandemic

- recognize key differences between a pandemic flu and the regular seasonal flu
- identify key facts associated with the swine and bird flu

- 
- identify the factors that influence the speed with which the flu could become pandemic
  - recognize key concepts associated with the flu in humans

## **Prevention and Preparedness**

- identify the types of nonpharmaceutical interventions that may be used to limit or prevent the spread of flu
- identify key concepts associated with pharmaceutical interventions used to limit or prevent the spread of flu
- match the categories of hazard controls suggested by OSHA with examples
- recognize examples of considerations for inclusion in a personal pandemic preparedness plan
- identify key concepts associated with actions the US government is taking to track and prevent the spread of the flu

# Computer Ergonomics

## DESCRIPTION

This course is designed to provide the basic information needed to recognize and report musculoskeletal disorder (MSD) signs, symptoms, and risk factors. It addresses the key components of an Ergonomics Program and also provides information to assist both employees and employers in minimizing the risk of developing work-related MSDs. This course applies to employees and employers required to work in computer/data entry environments. The content in this course is designed to comply with the intent of the applicable regulatory requirements. Learner objectives for this course are to: define terms related to the study of ergonomics, recognize signs and symptoms of injury to the muscles and skeleton and the importance of early reporting, identify risk factors for injury to the muscles and skeleton, and specify controls and work practices to reduce and/or eliminate risk factors for injury to the muscles and skeleton. This course was developed and reviewed with subject matter support provided by EnSafe Inc., a global professional services company focusing on engineering, environment, health and safety, and information technology. Please note, the course materials and content were current with the laws and regulations at the time of the last expert review, however, they may not reflect the most current legal developments. Nothing herein, or in the course materials, shall be construed as professional advice as to any particular situation with respect to compliance with legal statutes or requirements.

ID

esh\_sah\_a63\_sh\_enus

Expected Duration (Minutes)

35

Prerequisites

None

## TARGET AUDIENCE

All persons who work primarily with computers

## OBJECTIVES

### Computer Ergonomics

- define terms related to musculoskeletal disorders
- identify how musculoskeletal disorders develop
- identify signs and symptoms associated with musculoskeletal disorders
- identify what to do when signs and symptoms of musculoskeletal disorders are present
- identify risk factors associated with musculoskeletal disorders
- identify controls and work practices commonly used to reduce or eliminate musculoskeletal disorders in the workplace
- identify office furniture and body positioning that can be used to reduce or eliminate musculoskeletal disorders in the workplace
- identify the correct wrist position when using a computer keyboard to avoid injury
- identify how proper computer monitor positioning can reduce or eliminate



musculoskeletal disorders from developing

# Emergency Response in the Workplace

## DESCRIPTION

This course provides information about planning for and responding to emergencies. The intent is to provide the learner with basic information on procedures that cover onsite emergencies such as an accidental release or spill of a hazardous chemical, fire emergencies, explosions, bomb threats, threats to security, or personal injuries. The content in this course is designed to comply with the intent of the applicable regulatory requirements. Learner objectives are to define basic terminology associated with emergency response, recognize the presence of hazardous substances in an emergency, specify the risks associated with hazardous substances in an incident, specify the potential outcomes associated with an emergency created when hazardous substances are present, define the role and responsibilities of the Emergency Response Team, identify additional resources for more information regarding relevant standard operating procedures for emergency response, identify the requirements for air monitoring during emergency response, specify general site security and control procedures according to the emergency response plan and the US Department of Transportation's Emergency Response Guidebook, specify emergency reporting and communication methods, specify basic spill control, containment, and/or confinement operations within the capabilities of the resources and personal protective equipment available in your area, and specify basic decontamination procedures. This course was developed with subject matter support provided by EnSafe Inc., a global professional services company focusing on engineering, environment, health and safety, and information technology. Please note, the course materials and content were current with the laws and regulations at the time of the last expert review, however, they may not reflect the most current legal developments. Nothing herein, or in the course materials, shall be construed as professional advice as to any particular situation with respect to compliance with legal statutes or requirements.

## TARGET AUDIENCE

All employees

## OBJECTIVES

### Emergency Response

- identify the definitions of basic emergency response terminology
- identify the definitions for common roles in emergency response situations

ID


esh\_sah\_b27\_sh\_enus

Expected Duration (Minutes)

43

Prerequisites

None

- 
- identify hazardous substances and their associated risks
  - identify the responsibilities of an employee in an emergency situation involving hazardous materials
  - identify important components of an emergency response plan
  - identify responsibilities of the emergency response team
  - identify air monitoring requirements
  - identify key concepts related to communications during an emergency situation
  - identify the responsibilities of the Incident Commander
  - identify key concepts related to site control and evacuation procedures
  - identify non-emergency response situations
  - identify decontamination procedures and resources for medical assistance



# HR Competencies: Leadership and Ethical Practice

## DESCRIPTION

Behavioral competencies, such as providing leadership and behaving ethically at all times, help people – specifically HR professionals – in performing their jobs effectively and applying HR principles and practices to the success of the organization. This course introduces and discusses Leadership and Navigation and Ethical Practice, the first two of the eight behavioral competencies critical for HR professionals. You will explore some situational judgment examples to highlight the way HR professionals apply these competencies in their workplace. The content in this course is based on the Body of Competency and Knowledge (BoCK) 2015 of Society for Human Resource Management (SHRM). While the course helps learners to prepare for the SHRM-CP/SCP certification exams, it is equally useful for HR professionals who want to develop capabilities for improving their effectiveness in the workplace and advancing their career. Behavioral competencies help HR professionals to perform their roles effectively and apply HR principles throughout the wider organization. This course introduces and discusses the first two of the eight critical competencies: Leadership and Navigation and Ethical Practice. The course also presents some situations in which the competencies are applied in the workplace and examines how best HR professionals can conduct themselves. The content in this course is based on the Body of Competency and Knowledge (BoCK) 2015 of Society for Human Resource Management (SHRM). While the course helps learners to prepare for the SHRM-CP/SCP certification exams, it is equally useful for HR professionals who want to develop capabilities for improving their effectiveness in the workplace and advancing their career.

## TARGET AUDIENCE

This course is aimed at junior or senior level human resource professionals, HR managers, and all individuals preparing for the SHRM-CP and SHRM-SCP certification examinations of the Society for Human Resource Management (SHRM). Compensation and benefits analysts, administrators, staffing managers and recruiters will also have interest in this certification path. Courses in this curriculum are created keeping in mind certification as well as non-certification users of the content. While the curriculum helps learners to prepare for the SHRM certification exams, it is equally useful for HR professionals who want to develop capabilities for improving their effectiveness in the workplace and advancing their careers.

## OBJECTIVES

ID

hr\_17\_a01\_bs\_enus

Expected Duration (Minutes)

56

Prerequisites

None



## Introduction to Behavioral Competencies in HR

- identify the key characteristics of competencies
- recognize the types of competencies used in HR
- define the behavioral competencies needed by HR professionals to perform effectively in the workplace
- demonstrate your understanding of how behavioral competencies are used in HR practice

## Leadership and Navigation

- identify the leadership and navigation roles played by HR professionals in the organization
- recognize the key attributes of effective HR leaders
- recognize the key behaviors that demonstrate proficiency in HR leadership and navigation
- demonstrate your understanding of how to apply strong leadership and navigation in HR

## Ethical Practice

- identify the reasons why sound ethical practice is important in HR
- recognize examples of ethical problems in HR
- demonstrate your understanding of how to apply ethical practice in HR

# HR Competencies: Business Acumen and Relationship Management

ID

hr\_17\_a02\_bs\_enus

## DESCRIPTION

Knowledge of HR systems, practices, and regulations is essential, but not sufficient, for the success of HR professionals. They must also have business acumen and a sound knowledge of their business and its environment. In addition, HR professionals need the ability to build strong and effective relationships with their business partners and other stakeholders within and outside the organization. Relationship management competency helps HR professionals in creating a positive work environment, ensuring more support, and contributing positively to both individual and organizational success. This course discusses these two key competencies, business acumen and relationship management. The course presents some situational examples to highlight the way HR professionals apply these competencies to their workplace. The content in this course is based on the Body of Competency and Knowledge (BoCK) 2015 of Society for Human Resource Management (SHRM). While the course helps learners to prepare for the SHRM-CP/SCP certification exams, it is equally useful for HR professionals who want to develop capabilities for improving their effectiveness in the workplace and advancing their career.

Expected Duration (Minutes)

59

Prerequisites

None


## TARGET AUDIENCE

This course is aimed at junior or senior level human resource professionals, HR managers, and all individuals preparing for the SHRM-CP and SHRM-SCP certification examinations of the Society for Human Resource Management (SHRM). Compensation and benefits analysts, administrators, staffing managers and recruiters will also have interest in this certification path. Courses in this curriculum are created keeping in mind certification as well as non-certification users of the content. While the curriculum helps learners to prepare for the SHRM certification exams, it is equally useful for HR professionals who want to develop capabilities for improving their effectiveness in the workplace and advancing their careers.

## OBJECTIVES

### Business Acumen

- recognize the benefits of proficiency in business acumen for HR professionals
- identify the key areas that HR professionals need to understand about their



organization

- recognize the types of business skills required by HR professionals
- identify competencies that demonstrate proficiency in business acumen in a given scenario
- demonstrate your understanding of how to apply business acumen to achieve results in HR

## **Relationship Management**

- recognize the components of relationship management
- identify ways to build business partnership skills
- recognize examples of key behaviors indicative of proficiency in relationship management for HR
- recognize how effective relationship management is demonstrated
- demonstrate your understanding of how to successfully manage relationships in HR

# The Telecommunications Industry Overview: Version 4

## DESCRIPTION

The Telecommunications Industry is to the modern world what the central nervous system is to the human body. Made of a complex set of sectors and subsectors and a variety of stakeholders, this industry builds, maintains, and operates networks to supply an essential service to customers globally. The industry players produce communication equipment and deliver a set of voice, data, and broadband services using wire line or wired infrastructure of cables, networks, servers, computers, and satellites. This industry is highly sensitive to the slightest change in regulatory, technological, and economic factors and has its own share of challenges largely stemming from these factors. With wireless and broadband providing the needed momentum to their growth, the industry players adopt unique strategies to overcome these challenges and move forward to connect people to people and organizations. This course is designed to help learners understand key concepts, terminology, issues, and challenges associated with the telecommunications industry, and strategies employed to meet some of those challenges. It identifies the main sectors of the Telecommunications Industry and its business drivers, and reviews the key aspects of the industry business model, its competitive environment and the current trends in the industry. Finally, this course outlines some key challenges that this industry is facing and presents common strategies that the players in the industry are adopting to overcome its challenges. This course was updated in 2015.

## TARGET AUDIENCE

Consulting houses, industry investors, and all-size companies that sell products or services to other sectors and industries; organizations looking for knowledge and key business information in the telecommunications industry

## OBJECTIVES

### The Telecommunications Industry

- identify the main business drivers of the telecommunications industry
- match telecommunications services subsectors with their products and services
- recognize the telecommunications industry business model
- classify key competitors in the telecommunication services sector
- recognize examples of current industry trends
- identify telecommunication industry challenges

ID

indo\_01\_a11\_bs\_enus

Expected Duration (Minutes)

60

Prerequisites

None



- categorize strategies for overcoming telecom challenges

# The Health Care Industry Overview: Version 4

## DESCRIPTION

The health care industry is one of the largest industries in the world, and it has a direct effect on the quality of life of people in each country. The industry is under constant pressure to improve the quality of its delivery, streamline operations, and cut costs, while providing safe, affordable, and cost-effective care. Operating in a highly sensitive and regulated environment, industry players need to constantly adjust their strategies and processes to meet the ever-increasing demand and compliance requirements. As a result, they are constantly looking at ways to eliminate inefficiencies in the value chain, to address issues of access, to improve quality, and to reduce cost. This course is designed to help learners understand key concepts, terminology, issues, and challenges associated with the health care industry, and strategies employed to meet some of those challenges. It will identify the main sectors of the health care industry and its business drivers, and review the key aspects of the industry business model, its competitive environment and the current trends in the industry. Finally, this course outlines some key challenges that this industry is facing and presents common strategies that the players in the industry are adopting to overcome its challenges. This course was updated in 2015.

## TARGET AUDIENCE

Consulting houses, industry investors, and all size companies that sell products or services to other sectors and industries; organizations looking for knowledge and key business information in the health care industry

## OBJECTIVES

### The Health Care Industry

- identify the main drivers of the health care industry
- match health care industry sectors with their products and services
- recognize the health care industry business model
- classify key competitors in the health care industry
- recognize examples of current health care industry trends
- recognize examples of health care industry challenges
- categorize strategies for overcoming health care challenges

ID

indo\_01\_a12\_bs\_enus

Expected Duration (Minutes)

60

Prerequisites

None

# The Insurance Industry Overview: Version 4

## DESCRIPTION

Comprised of a variety of stakeholders, the Insurance industry provides products and services that are designed to protect businesses and individuals from risks. The industry players deliver risk coverage, while attempting to manage their own risks in an environment that is subject to regulatory requirements, competitive forces, margin pressures, and changing customer demands. Insurance companies adopt unique strategies to overcome these challenges and to propel growth and market share in a global environment. This course helps learners understand key concepts, terminology, issues, and challenges associated with the insurance industry, and strategies employed to meet some of those challenges. It identifies the main sectors of the insurance Industry and its business drivers, and reviews the key aspects of the industry business model, its competitive environment, and the current trends in the industry. Finally this course outlines key challenges facing this industry and presents common strategies that industry players are adopting to overcome challenges. This course was updated in 2015.

## TARGET AUDIENCE

Consulting houses, industry investors, and all size companies that sell products or services to other sectors and industries; organizations looking for knowledge and key business information in the insurance industry

## OBJECTIVES

### The Insurance Industry

- identify the main drivers of the insurance industry
- recognize insurance industry sectors
- recognize the insurance industry business model
- classify key competitors in the insurance industry
- recognize examples of current industry trends
- recognize examples of insurance industry challenges
- categorize strategies for overcoming industry challenges

ID

indo\_01\_a13\_bs\_enus

Expected Duration (Minutes)

60

Prerequisites

None



# The Banking Industry Overview:

## Version 4

### DESCRIPTION

The banking industry is a vital component to individual, business, national, and global financial well-being. This industry builds and maintains financial relationships with customers of all sizes to supply financial products and services that stimulates economic growth. The industry players produce an assortment of services from savings accounts to home and business loans and mortgages, and from check cashing to underwriting. This industry is sensitive to regulatory, technological, and economic factors and has its own share of challenges largely stemming from these factors. With emerging markets changing the landscape of global economic wealth and new generations of customers demanding faster and more innovative products, the industry players adopt unique strategies to overcome these challenges and move forward to deliver financial objectives to people and organizations. This course is designed to help learners understand key concepts, terminology, issues, and challenges associated with the banking industry, and strategies employed to meet some of those challenges. It identifies the main sectors of the banking industry and its business drivers, and reviews the key aspects of the industry business model, its competitive environment and the current trends in the industry. Finally, this course outlines some key challenges that this industry is facing and presents common strategies that the players in the industry are adopting to overcome its challenges. This course was updated in 2015.

### TARGET AUDIENCE

Consulting houses, industry investors, and all size companies that sell products or services to other sectors and industries; organizations looking for knowledge and key business information in the banking industry

### OBJECTIVES

#### The Banking Industry

- identify the main business drivers of the banking industry
- match banking sectors with their products and services
- recognize the banking industry business model
- recognize key competitors in the banking industry
- recognize examples of current industry trends
- recognize examples of banking industry challenges
- categorize strategies for overcoming banking industry challenges

ID

indo\_01\_a14\_bs\_enus

Expected Duration (Minutes)

60

Prerequisites

None

# The Oil and Gas Industry Overview: Version 4

## DESCRIPTION

The oil and gas industry is a key player in supplying the world's energy, transportation, petrochemical, and fertilizer needs. Comprised of both national and independent oil and gas companies, the oil and gas industry supplies the products needed to heat homes, provide transportation by running engines in motorized vehicles, increase food production through fertilization, and create plastics for countless uses. The industry uses a supply chain to provide oil and natural gas products from locations around the world and deliver them to consumers throughout the world. Industry players adopt unique strategies to overcome the challenges of supplying a non-renewable resource by finding new resources with improved technological, business, and diversification strategies. This course is designed to help learners understand key concepts, terminology, issues, and challenges associated with the oil and gas industry, and strategies employed to meet some of those challenges. The course will identify the main sectors of the oil and gas industry and its business drivers, and review the key aspects of the industry business model, its competitive environment, and the current trends in the industry. Finally, this course outlines some key challenges that the oil and gas industry is facing and presents common strategies that the players in the industry are adopting to overcome these challenges. This course was updated in 2015.

## TARGET AUDIENCE

Consulting houses, industry investors, and all size companies that sell products or services to other sectors and industries; organizations looking for knowledge and key business information in the oil and gas industry

## OBJECTIVES

### The Oil and Gas Industry

- identify the main drivers of the oil and gas industry
- match oil and gas industry sectors with their activities and services
- sequence the stages in the oil and gas industry supply chains
- classify key competitors in the oil and gas industry
- recognize current industry trends
- recognize oil and gas industry challenges
- categorize strategies for overcoming oil and gas industry challenges

ID

indo\_01\_a15\_bs\_enus

Expected Duration (Minutes)

60

Prerequisites

None

# The Retail Industry Overview:

## Version 4

### DESCRIPTION

The retail industry provides consumers with goods and services for their everyday needs. Comprised of a variety of stakeholders, this industry offers customers the flexibility to buy products from around the world, which requires industry players to have a global supply chain that ensures their products can be cost-effectively sourced from various locations and delivered to individual customers no matter where they live. Industry players adopt unique strategies to overcome these global challenges in order to offer customers the right products at the right time for the right price. This course is designed to help learners understand key concepts, terminology, issues, and challenges associated with the retail industry, and strategies employed to meet some of those challenges. It will identify the main sectors of the retail industry and its business drivers, and review the key aspects of the industry business model, its competitive environment and the current trends in the industry. Finally this course outlines some key challenges that this industry is facing and presents common strategies that the players in the industry are adopting to overcome its challenges. This course was updated in 2015.

### TARGET AUDIENCE

Consulting houses, industry investors, and all size companies that sell products or services to other sectors and industries; organizations looking for knowledge and key business information in the retail industry

### OBJECTIVES

#### The Retail Industry

- identify the main drivers of the retail industry
- identify the retail establishment categories
- match the functions of the retail value chain to their descriptions
- identify key competitors in the retail industry
- recognize current industry trends
- recognize retail industry challenges
- identify strategies for overcoming retail industry challenges

ID

indo\_01\_a16\_bs\_enus

Expected Duration (Minutes)

60

Prerequisites

None

# The Manufacturing Industry

## Overview: Version 4

### DESCRIPTION

The manufacturing industry produces a broad range of products for its customers in a fast-paced, consumer-driven environment. Comprised of a wide variety of industry players and stakeholders, this industry develops the fastest methods available to produce and deliver products to meet customer demands. Manufacturers produce vehicles, building materials, household products, textiles, pharmaceutical drugs, toys, and a wide range of other products that customers require. They are dependent on finding the materials, workforce and best methods to manufacture products quickly, at a competitive price, to meet the constant changes in consumer demand. This course is designed to help learners understand key concepts, terminology, and issues associated with the manufacturing industry. It will identify the main sectors of the manufacturing industry and its business drivers, and review the key aspects of the industry business model, its competitive environment and the current trends in the industry. Finally this course outlines some key challenges that this industry is facing and presents common strategies that the players in the industry are adopting to overcome its challenges. This course was updated in 2015.

### TARGET AUDIENCE

Consulting houses, industry investors, and all size companies that sell products or services to other sectors and industries; organizations looking for knowledge and key business information in the manufacturing industry

### OBJECTIVES

#### The Manufacturing Industry

- identify the main drivers of the manufacturing industry
- match manufacturing industry sectors with their activities
- recognize the manufacturing industry business model
- classify key competitors in the manufacturing industry by sector
- recognize examples of current manufacturing industry trends
- recognize examples of manufacturing industry challenges
- categorize strategies for overcoming manufacturing industry challenges

ID

indo\_01\_a17\_bs\_enus

Expected Duration (Minutes)

60

Prerequisites

None

# The Pharmaceutical Industry

## Overview: Version 5

### DESCRIPTION

The pharmaceutical industry provides an extensive range of medications to consumers throughout the world. Comprised of a variety of stakeholders, this industry is dependent on discovering and developing medicines, manufacturing these products commercially and marketing them to health officials or consumers. Industry players adopt unique strategies to overcome the many challenges they face in addressing the prevalent health issues of our times. This course is designed to help learners understand key concepts, terminology, issues, and challenges associated with the pharmaceutical industry, and strategies employed to meet some of those challenges. It will identify the main sectors of the pharmaceutical industry and its business drivers, and review the key aspects of the industry business model, its competitive environment, and the current trends in the industry. Finally this course outlines some key challenges that this industry is facing and presents common strategies that the players in the industry are adopting to overcome its challenges. This course was updated in 2015.

### TARGET AUDIENCE

Consulting houses, industry investors, and all size companies that sell products or services to other sectors and industries; organizations looking for knowledge and key business information in the pharmaceutical industry

### OBJECTIVES

#### The Pharmaceutical Industry

- identify the main drivers of the pharmaceutical industry
- match pharmaceutical industry sectors with their capabilities
- recognize the pharmaceutical industry business model
- match key competitors in the pharmaceutical industry with their descriptions
- recognize examples of current pharmaceutical industry trends
- recognize examples of pharmaceutical industry challenges
- match the appropriate strategy to address each pharmaceutical industry challenge

ID

indo\_01\_a18\_bs\_enus

Expected Duration (Minutes)

60

Prerequisites

None

# The Information Technology Industry Overview: Version 4

## DESCRIPTION

The information technology industry plays a unique role in helping companies conduct their businesses in the modern era. Industry participants must be highly competitive to provide the latest technological advances. It provides value to customers by embracing new trends, such as cloud computing, virtualization, and mobile application solutions to keep their customers ahead of the competition. It must also be sensitive to changing customer needs and be driven by new business opportunities as they emerge. Although the industry is continually challenged by intense competition, cost pressures, emerging markets, and security threats, industry players provide solutions through innovation, outsourcing, and strategic mergers and acquisitions to enhance their businesses, while improving the way people access and use information throughout their professional and personal lives. This course is designed to help learners understand key concepts, terminology, issues, and challenges associated with the information technology industry, and strategies employed to meet some of those challenges. It will identify the main sectors of the information technology industry and its business drivers, and review the key aspects of the industry business model, its competitive environment and the current trends in the industry. Finally this course outlines some key challenges that this industry is facing and presents common strategies that the industry stakeholders are adopting to overcome its challenges. This course was updated in 2015.

## TARGET AUDIENCE

Consulting houses, industry investors, and all size companies that sell products or services to other sectors and industries; organizations looking for knowledge and key business information in the Information Technology industry

## OBJECTIVES

### The Information Technology Industry

- identify the main drivers of the information technology industry
- match information technology industry sectors with their products or services
- recognize the information technology industry value chain
- match key competitors in the information technology industry with their descriptions
- recognize examples of current information technology industry trends
- recognize examples of information technology industry challenges

ID

indo\_01\_a19\_bs\_enus

Expected Duration (Minutes)

60

Prerequisites

None



- categorize strategies for overcoming information technology industry challenges

# The Federal Government Industry

## Overview: Version 4

### DESCRIPTION

The federal government industry is the world's largest service provider with primary responsibility to provide essential services to its citizens funded through its collection of taxes. A federal government is usually comprised of a host of governmental departments and various stakeholders, which can include, but are not limited to, individual states, provinces, and territories. A federal government delivers services, creates and enforces laws, maintains highways, collects taxes, defends national sovereignty, encourages investment, provides education, oversees environmental issues, and performs a host of other services to its citizens. Different nations, and their respective federal governments, all adopt strategies to overcome the challenges they face that can stagnate services, overextend budgets, cause intradepartmental barriers, and impede hiring the best employees. Federal governments are continually driven to find solutions through improving service delivery, reducing costs, opening departmental barriers, and attracting a talented workforce. This course is designed to help learners understand key concepts, terminology, issues, and challenges associated with the federal government industry, and strategies employed to meet some of those challenges. It will identify the main sectors of the federal government industry and its business drivers, and review the key aspects of the federal government business model, its competitive environment, and the current trends in government services. Finally, this course outlines some key challenges that this industry is facing and presents common strategies that the players in the industry are adopting to overcome challenges. This course was updated in 2015.

### TARGET AUDIENCE

Consulting houses, industry investors, and all size companies that sell products or services to other sectors and industries; and organizations looking for knowledge and key business information in the federal government industry

### OBJECTIVES

#### The Federal Government Industry

- identify the main drivers of the federal government industry
- match federal government industry sectors with their services
- recognize the federal government industry business model
- recognize typical responsibilities of external companies and their employees doing business with federal governments

ID

indo\_01\_a20\_bs\_enus

Expected Duration (Minutes)

60

Prerequisites

None



- 
- recognize examples of current industry trends
  - recognize examples of the federal government industry challenges
  - match the appropriate strategy to address each federal government industry challenge

# The Education Industry Overview:

## Version 2

### DESCRIPTION

The education industry provides its students with the knowledge and skills to adapt to a continually changing working world. The industry consists of an expanding array of organizations that seek to provide lifelong learning to its customers. These organizations include traditional colleges and universities as well as companies focused on training and development for clients that range from an individual learner to global corporations. As a whole, the industry is responsible for training individuals of all ages to learn new skills, obtain employment, and spur economic growth, by delivering education in traditional classroom settings or via distance training over the Internet. The education industry must adapt to the challenges of containing costs, differing views on standardized learning, competing for students, and adapting to changing economic needs. Industry players adopt unique strategies to overcome these challenges by forming education partnerships, adapting to new technologies, and developing customized and personalized learning programs. This course is designed to help learners understand key concepts, terminology, issues, and challenges associated with the education industry, and strategies employed to meet some of those challenges. It will identify the main sectors of the education Industry and its business drivers, and review the key aspects of the industry business model, its competitive environment, and the current trends in the industry. This course was updated in 2015.

### TARGET AUDIENCE

Consulting houses, industry investors, and all size companies that sell products or services to other sectors and industries; organizations looking for knowledge and key business information in the education industry

### OBJECTIVES

#### The Education Industry

- identify the main drivers of the education industry
- match education industry sectors with their products and services
- recognize the education industry business model
- classify key competitors in the education industry
- recognize examples of current industry trends
- recognize examples of challenges in the education industry
- categorize strategies for overcoming education challenges

ID

indo\_01\_a21\_bs\_enus

Expected Duration (Minutes)

60

Prerequisites

None

# The Utilities Industry Overview: Version 2

## DESCRIPTION

The utilities industry is essential to modern living and the modern economy. It provides safe sources of drinking water, proper sewage disposal, and reliable heat sources for homes and businesses. It also provides a reliable source of electrical energy to operate the machinery, equipment, and appliances that are vital to a region's prosperity and growth. This traditional industry is undergoing major changes, and its leaders must adapt to a changing regulatory environment and embrace new technologies to succeed. The utilities industry must also meet growing customer demands for its services, find sustainable sources of green energy, and control its business costs, while, at the same time, funding major projects for the future. Utilities companies are dedicated to solving these challenges by incorporating technological advances, using renewable resources, preserving capital, and utilizing risk management procedures. This course is designed to help learners understand key concepts, terminology, issues, and challenges associated with the utilities industry, as well as strategies for meeting some of those challenges. It will identify the main sectors of the utilities industry and its business drivers, and review the key aspects of the industry business model, its competitive environment, and the current trends in the industry. This course was updated in 2015.

## TARGET AUDIENCE

Consulting houses, industry investors, and all size companies that sell products or services to other sectors and industries; organizations looking for knowledge and key business information in the utilities industry

## OBJECTIVES

### The Utilities Industry

- identify the main drivers of the utilities industry
- match utilities industry sectors with their activities and services
- recognize value chains associated with the utilities industry
- identify statements that describe competition in the utilities industry
- recognize examples of current industry trends
- recognize examples of utilities industry challenges
- identify the appropriate strategy to address each utilities industry challenge

ID

indo\_01\_a22\_bs\_enus

Expected Duration (Minutes)

60

Prerequisites

None

# The Chemicals Industry Overview: Version 2

## DESCRIPTION

The chemicals industry is comprised of thousands of companies throughout the world that use basic raw materials to produce chemicals that have commercial value to consumers and other industries. These chemicals are used to produce plastics, synthetic fibers, lightweight automobile parts, fertilizers, cosmetics, household materials, computers, and many more products. High energy consumption, high prices of raw materials, diminishing returns, and sustainability are among the challenges that companies in this industry face. They are addressing these challenges by improving existing processes, applying new supply chain management techniques, expanding the specialty chemicals business, and developing industrial biotechnology. This course is designed to help learners understand key concepts, terminology, issues, and challenges associated with the chemicals industry. It will identify the main sectors of the chemicals industry and its business drivers, and review the key aspects of the industry business model, its competitive environment, and the current trends in the industry. Finally, this course outlines some key challenges that this industry is facing and presents common strategies that the players in the industry are adopting to overcome its challenges. This course was updated in 2015.

## TARGET AUDIENCE

Consulting houses, industry investors, and all size companies that sell products or services to other sectors and industries; organizations looking for knowledge and key business information in the chemicals industry

## OBJECTIVES

### The Chemicals Industry

- identify the main drivers of the chemicals industry
- match chemicals industry sectors with their products
- recognize statements that describe the chemicals industry business model
- match key competitors in the chemicals industry to their descriptions
- recognize examples of current industry trends in the chemicals industry
- recognize examples of challenges the chemicals industry faces
- identify the appropriate strategies for addressing chemicals industry challenges

ID

indo\_01\_a23\_bs\_enus

Expected Duration (Minutes)

60

Prerequisites

None

# The Broadcasting & Entertainment Industry Overview: Version 2

## DESCRIPTION

The Broadcasting & Entertainment Industry is tasked with engaging its consumers with new and traditional forms of entertainment. The industry players deliver films, television programs, music, radio programs, electronic media, books, news, and an ever expanding array of entertainment products. It provides its customers throughout the world with access to these activities through an expanding number of media devices and channels. This industry has to adapt to new ways to create, distribute, and access its content according to consumer demands. The industry is challenged by decreasing advertising revenue from traditional sources, new media platforms, content piracy, and access to emerging markets. They address these issues by utilizing digital advertising, new business models, mergers and acquisitions, lobbying, litigation, and encryption techniques. This course is designed to help learners understand key concepts, terminology, issues, and challenges associated with the broadcasting and entertainment industry, and strategies employed to meet some of those challenges. It will identify the main sectors of the broadcasting and entertainment industry and its business drivers, and review the key aspects of the industry business model, its competitive environment, and the current trends in the industry. This course was updated in 2015.

## TARGET AUDIENCE

Consulting houses, industry investors, and all size companies that sell products or services to other sectors and industries; organizations looking for knowledge and key business information in the broadcasting & entertainment industry

## OBJECTIVES

### The Broadcasting and Entertainment Industry

- identify the main drivers of the broadcasting and entertainment industry
- match broadcasting and entertainment industry sectors with their products and services
- recognize the broadcasting and entertainment industry business model
- differentiate between key competitors in the broadcasting and entertainment industry
- recognize examples of current industry trends
- recognize examples of broadcasting and entertainment industry challenges
- match the appropriate strategy to address each broadcasting and

ID

indo\_01\_a24\_bs\_enus

Expected Duration (Minutes)

60

Prerequisites

None



entertainment industry challenge

# The Capital Markets Industry

## Overview: Version 2

### DESCRIPTION

The capital markets industry is an exciting, fast-paced, and volatile industry. Comprised of investment banks, securities firms, and a variety of other stakeholders, the industry helps companies and governments raise long-term funds on the capital markets. The industry participants deliver various services to their clients, such as underwriting and acting as agents in the issuance of securities (stocks and bonds); assisting and advising companies involved in mergers and acquisition; as well as providing ancillary services including market making and securities trading. With a complex playing field dominated by large, vertically-integrated banks, the capital markets industry suffered a tremendous blow from the global financial crisis of 2007-2009. Since then, the industry has been faced with a more stringent regulatory environment, stronger global competition and an increased need for risk management among other challenges. By consolidating and reorganizing their corporate structures, improving existing risk management processes, deploying new technologies, and by expanding their operations in developing markets, industry players are adopting unique strategies to succeed in the aftermath of the financial crisis. This course is designed to help learners understand key concepts, terminology, issues, and challenges associated with the capital markets Industry, and strategies employed to meet some of those challenges. It will identify the main sectors of the capital markets industry and its business drivers, and review the key aspects of the industry business model, its competitive environment, and the current trends in the industry. This course was updated in 2015.

### TARGET AUDIENCE

Consulting houses, industry investors, and all size companies that sell products or services to other sectors and industries; organizations looking for knowledge and key business information in the capital markets industry

### OBJECTIVES

#### The Capital Markets Industry

- identify the main drivers of the capital markets industry
- match capital markets industry sectors with their products and services
- recognize the capital markets industry business model
- rank the top five competitors in the capital markets industry
- recognize examples of current industry trends

ID

indo\_01\_a25\_bs\_enus

Expected Duration (Minutes)

60

Prerequisites

None



- recognize examples of capital markets industry challenges
- match the appropriate strategy to address each capital markets industry challenge



# The Consumer Electronics Industry

## Overview: Version 2

### DESCRIPTION

The Consumer Electronics industry is made up of companies from around the world that manufacture electronic audio and video equipment for individual consumers and businesses. In this fast-moving industry, where some products are lucky to have a shelf life of more than a year, companies need to be able to adapt quickly. In addition, they face challenges related to increased regulation, and the need to continually lower prices to move their products off the shelves. But top industry players are able to adopt effective strategies to remain successful. For example, they might focus on improving their business and manufacturing processes in order to reduce their costs and thereby absorb the lower prices demanded by the market. Or they might increase their investment in research and development to address rapid technological change. This course is designed to help learners understand these challenges and some of the common strategies used to overcome them, as well as some of the other key concepts and terminology associated with the consumer electronics industry. This course was updated in 2015.

### TARGET AUDIENCE

Consulting houses, industry investors, and all size companies that sell products or services to other sectors and industries; organizations looking for knowledge and key business information in the consumer electronics industry

### OBJECTIVES

#### The Consumer Electronics Industry

- identify the main drivers of the consumer electronics industry
- identify products and services offered by the consumer electronics industry
- recognize the consumer electronics industry business model
- match key competitors in the consumer electronics industry to descriptions about them
- recognize examples of current trends in the consumer electronics industry
- recognize examples of challenges in the consumer electronics industry
- match the appropriate strategy to address each consumer electronics industry challenge

ID

indo\_01\_a26\_bs\_enus

Expected Duration (Minutes)

60

Prerequisites

None

# The Aerospace & Defense Industry

## Overview: Version 2

### DESCRIPTION

The aerospace and defense sector is an international multi-billion dollar industry. Key stakeholders include aircraft and aircraft component manufacturers, civil and military avionics service providers, governments, and privately funded research and development organizations. These organizations deliver aircraft and their components, as well as software and systems, such as modeling and simulation software, and data management, navigation, and surveillance systems. This industry is subject to a high level of government regulation, particularly the defense sector. As it adapts to the entrance of new global companies, the industry is moving towards a highly globalized supply chain. This course is designed to help learners understand the key concepts, terminology, issues, and challenges of the aerospace and defense industry, and to summarize the strategies employed to meet some of those challenges. It will review the two main sectors of aerospace and defense, as well as the many subsectors within this industry. The course will also examine the industry's business drivers and review its competitive environment and current trends. Finally, this course outlines some of the industry's key organizational challenges. This course was updated in 2015.

### TARGET AUDIENCE

Consulting houses, industry investors, and all size companies that sell products or services to other sectors and industries; organizations looking for knowledge and key business information in the aerospace & defense industry

### OBJECTIVES

#### The Aerospace and Defense Industry

- identify the main drivers of the aerospace and defense industry
- match aerospace and defense industry sectors with their products and services
- sequence the aerospace and defense industry value chain
- identify the top five competitors in the aerospace and defense industry
- recognize examples of the current aerospace and defense industry trends
- recognize examples of the aerospace and defense industry challenges
- match the appropriate strategy to address each aerospace and defense industry challenge

ID

indo\_01\_a27\_bs\_enus

Expected Duration (Minutes)

60

Prerequisites

None

# The Biotechnology Industry

## Overview: Version 2

### DESCRIPTION

Unlocking the potential of biotechnology entails turning scientific knowledge into products that can enhance, and even transform, the conditions of life. A relatively new but growing, global industry, biotechnology involves engineering biological molecules and microbes with desirable new properties. This re-engineering of natural organisms can lead to the development of new and better drugs, medical treatments customized for an individual's biological makeup, disease-resistant crops, and new industrial processes. Some of biotechnology's promises have been delivered, but many have not. False starts are common in an industry where the development of new products is uncertain, time consuming, and expensive. Companies in the industry face other obstacles as well – pricing pressures and a decline in funding, for example. To address such challenges, industry players can adopt new cost-cutting and efficiency measures or partner with other biotechnology or pharmaceutical firms. They also need to deal with increased regulation and strong moral opposition to their activities – particularly in the field of genetic engineering. In response, biotechnology companies seek to educate the wider community about their activities and justify the benefits and safety of those activities to the public, the government, and investors. In this course, you'll find out more about these and other strategies, as well as about key areas of the biotechnology industry, including its main sectors, what drives it, current trends, and top competitors. This course was updated in 2015.

### TARGET AUDIENCE

Consulting houses, industry investors, and companies of all sizes that sell products or services to biotechnology companies; organizations looking for knowledge and key business information in the biotechnology industry

### OBJECTIVES

#### The Biotechnology Industry

- identify the main drivers of the biotechnology industry
- match biotechnology industry sectors with their products and services
- recognize the biotechnology industry business model
- match key competitors in the biotechnology industry with their descriptions
- recognize examples of current trends in the biotechnology industry
- recognize examples of biotechnology industry challenges
- match the appropriate strategies to the biotechnology industry challenges they

ID

indo\_01\_a28\_bs\_enus

Expected Duration (Minutes)

60

Prerequisites

None



help to overcome

# The Automotive Industry Overview: Version 4

## DESCRIPTION

Historically, the automotive industry has been a driver of economic activity in many economies. However, the industry has gone through some dramatic changes in the last few years as major manufacturers and suppliers have had to reorganize themselves to meet changing needs and expectations. In the unrelenting push for lower costs and operational efficiency, automotive companies are finding themselves in a fiercely competitive global marketplace. The industry continues to reinvent itself by improving manufacturing processes, introducing new vehicles, and incorporating green technology into its latest products. Understanding the industry structure and its constantly changing dynamics is vital to anyone who has an interest in the automotive industry. This course provides a high level overview of the automotive industry structure, its key sectors, and its business model. It also presents a report on the state of affairs and insights into key automotive challenges such as global and domestic competition, cost pressures, and the sustainability of fossil fuels. Finally, the course reflects on some strategic solutions that industry players are using to overcome these challenges. This course was updated in 2015.

## TARGET AUDIENCE

Consulting houses, industry investors, and all size companies that sell products or services to other sectors and industries; organizations looking for knowledge and key business information in the automotive industry

## OBJECTIVES

### The Automotive Industry

- identify the main drivers of the automotive industry
- match automotive supplier business sectors with their products and services
- recognize statements that describe the business model of the automotive industry
- classify key competitors in the automotive industry
- recognize examples of current industry trends
- recognize examples of automotive industry challenges
- match the appropriate strategy to address each automotive industry challenge

ID

indo\_01\_a29\_bs\_enus

Expected Duration (Minutes)

60

Prerequisites

None

# The Food and Beverage Industry

## Overview: Version 4

### DESCRIPTION

The Food and Beverage Industry encompasses the production, processing, distribution, and sale of food and beverages to consumers. The industry is made up of a wide range of organizations – from farmers who produce the raw material, to companies who process and package branded products, to retailers who supply food and beverages to their customers. The industry is very competitive and participants are continually under pressure to contain costs. To remain competitive, many companies seek to exploit the economies of scale that result from mergers and acquisitions. At the same time health and safety is a paramount concern, and strict standards are legally enforced. The industry is monitored both by national governments and international bodies like the World Health Organization. This course is designed to help learners understand key concepts, issues, and challenges associated with the food and beverage industry, and the strategies employed to meet some of those challenges. It identifies the main sectors and business drivers, reviews the industry business model, and outlines the competitive environment and current trends. This course was updated in 2015.

### TARGET AUDIENCE

Consulting houses, industry investors, and all size companies that sell products or services to other sectors and industries; organizations looking for knowledge and key business information in the food and beverage industry

### OBJECTIVES

#### The Food and Beverage Industry

- identify the main drivers of the food and beverage industry
- match food and beverage industry sectors with their subsectors
- sequence a typical supply chain in the food and beverage industry
- classify key competitors in the food and beverage industry
- recognize examples of current industry trends
- recognize examples of food and beverage industry challenges
- match the appropriate strategy to address each food and beverage industry challenge

ID

indo\_01\_a30\_bs\_enus

Expected Duration (Minutes)

60

Prerequisites

None

# The Agriculture Industry Overview: Version 4

## DESCRIPTION

The agriculture industry supplies a wide variety of food products and plant-derived renewable energy sources globally. With several subsidiary industries connected to and depending upon the agriculture industry, it continues to be one of the largest industries in the world and one of the most important for human existence. It's also one of the most vulnerable to changes in economic and political climate, market dynamics, and weather adversities. Growth in global demand over recent years has outpaced supply throughout the world, resulting in spiraling food prices. With scarce land and water resources, demands for alternative use of land, rampant urbanization, and climate change concerns, food security is at the top of the agenda for many national governments. However, industry players are adopting unique strategies and moving forward to overcome these challenges. This course is designed to help learners understand key concepts, terminology, issues, and challenges associated with the agriculture industry, and strategies employed to meet some of those challenges. It will identify the main sectors of the agriculture industry and its business drivers, and review the key aspects of the industry business model, its competitive environment, and current trends. This course was updated in 2015.

## TARGET AUDIENCE

Consulting houses, industry investors, and all size companies that sell products or services to other sectors and industries; organizations looking for knowledge and key business information in the agriculture industry

## OBJECTIVES

### The Agriculture Industry

- identify the main drivers of the agriculture industry
- match agriculture industry sectors with their products and services
- recognize the key characteristics of the agriculture industry value chain
- classify key competitors in the agriculture industry
- recognize examples of current industry trends
- recognize examples of agriculture industry challenges
- identify strategies for overcoming agriculture industry challenges

ID

indo\_01\_a31\_bs\_enus

Expected Duration (Minutes)

90

Prerequisites

None

# Angular 6 Development: Introduction

## DESCRIPTION

Angular 6 has some new features and many bug fixes. Explore those features, and learn how to create Angular 6 apps, and how to work schematics in Angular apps.

## TARGET AUDIENCE

N/A

## OBJECTIVES

### Angular 6 Development: Introduction

- install Angular 6 using Angular CLI
- work with one way data binding via interpolation and property binding
- bind events to custom methods
- use property binding to pass input values into Angular components
- pass data out from child components to host components
- use the ngFor directive to repeat elements in an Angular template
- create and add routes to an Angular app
- use parameters in Angular routes
- know the purpose of schematics when using Angular CLI
- install the schematics CLI tool and use it to create a new schematic project
- define a rule factory function with a rule that describes a transformation to be made
- run a custom schematic and understand how to toggle dry mode
- install and use a schematic via Angular CLI

ID

it\_sdangs\_01\_enus

Expected Duration (Minutes)

59

Prerequisites

None



# Angular 6 Development: Libraries

## DESCRIPTION

Discover how to create Angular libraries both manually and with the assistance of Angular CLI 6.

ID

it\_sdangs\_02\_enus

## TARGET AUDIENCE

N/A

Expected Duration (Minutes)

31

## OBJECTIVES

Prerequisites

None

### Angular 6 Development: Libraries

- manually define an app module that is set up to be converted to a library package
- verify that functionality to be exposed as an Angular Library works as expected
- manually build and package a library module
- set up an Angular workspace and recognize that it supports multiple projects
- use Angular CLI 6 to generate a new library project
- add custom code to a default library project to help meet business requirements
- build a library project using Angular 6 CLI
- package a built library project into a tarball and use npm install to add the package's functionality to an Angular 6 app

# Angular 6 Development: Reactive Programming

## DESCRIPTION

Reactive programming can provide a powerful framework for creating web apps, although it does require thinking differently sometimes. Explore RxJS and how to create Reactive apps with Angular 6.

## TARGET AUDIENCE

N/A

## OBJECTIVES

### Angular 6 Development: Reactive Programming

- use the rxjs-compat library to help migrate from Angular 5 to Angular 6 with respect to RxJS
- use RxJS 6 standalone creation methods to create observables
- use pipeable operators in RxJS 6
- create and use custom operators in RxJS 6
- convert an observable to a Promise in RxJS 6
- set up a subscriber to handle any errors on an observable stream
- set up an observable stream using catch (RxJS5) or catchError (RxJS6) to be able to handle errors before subscribers receive them
- use the pipeable operator retry to resubscribe to an observable that experienced an error
- use the pipeable operator retryWhen to resubscribe to an observable that experienced an error based on business logic
- combine multiple observables into one
- transform an observable stream into another observable stream that bundles items emitted by the source observable before emitting
- use the FlatMap operator to work with a source observable that itself emits observables
- use the scan function to generate an aggregate value based on current and previously emitted items

ID

it\_sdangs\_03\_enus

Expected Duration (Minutes)

66

Prerequisites

None

# Angular 6 Development: Angular Material and Angular Elements

## DESCRIPTION

Angular Material provides a set of components and themes for creating stunning web apps. Angular Elements lets you turn Angular components into web components. Discover the basics of using Angular Material and Elements.

## TARGET AUDIENCE

N/A

## OBJECTIVES

### Angular 6 Development: Angular Material and Angular Elements

- install support for creating custom elements using Angular 6
- create an Angular 6 component geared towards becoming a custom element
- register an Angular 6 component for conversion to a custom element
- build and test a custom element from an Angular 6 app
- package a custom element for easy movement
- use an Angular 6 generated custom element in a regular HTML app
- configure an Angular app to use Angular Material via a schematic
- create a dashboard component using an Angular material starter component
- create a sidebar-based navigation app using an Angular material starter component

ID

it\_sdangs\_04\_enus

Expected Duration (Minutes)

36

Prerequisites

None

# Angular 6 Development: Testing & TDD

## DESCRIPTION

Testing in software development is crucial for success and Angular 6 provides a testing environment that makes testing easy. Discover how to use the testing environment to unit or function test your Angular 6 apps.

## TARGET AUDIENCE

N/A

## OBJECTIVES

### Angular 6 Development: Testing & TDD

- create a unit or functional Angular unit test
- create testing modules using the Angular TestBed
- test an Angular 6 service class
- test a component using a unit test
- test a directive using wrapper components in a unit test
- use a unit test to test a pipe input and output
- create unit tests for classes that have dependencies using Mocks
- create unit tests for classes that have dependencies using Spies
- test components that receive inputs from host components
- test components that are able to emit output events to host components
- test services that employ Angular's HttpClient
- configure tests to run change detection automatically

ID

it\_sdangs\_05\_enus

Expected Duration (Minutes)

51

Prerequisites

None

# Alexa Architecture and Components

## DESCRIPTION

Discover the architecture of Alexa and the various components of Alexa along with their practical implementation.

## TARGET AUDIENCE

N/A

## OBJECTIVES

### Alexa Architecture and Components

- identify the various capabilities of Alexa and their relevance
- recall the technical architecture of Alexa along with the essential architectural components
- list the essential features and scope of the Alexa Skills Kit
- define the various approaches of building Alexa Skills in order to implement Alexa applications
- describe the various essential skill models of Alexa
- illustrate how we can use the Lambda service and its utilities in Alexa
- demonstrate the steps involved in creating an Amazon Developer account for skill development
- illustrate the essential elements and components of the Amazon Developer Console
- list the various categories of skills along with their respective features

ID

it\_sdbdsa\_01\_enus

Expected Duration (Minutes)

54

Prerequisites

None

# Working with SSML and AVS

## DESCRIPTION

Discover how to use SSML to provide markups and manage skills, and the use of Amazon Voice Service and its interfaces to synthesize and control a voice user interface.

## TARGET AUDIENCE

N/A

## OBJECTIVES

### Working with SSML and AVS

- describe the essential SSML capabilities along with their usage scenarios
- illustrate the typical document structure used with SSML markups
- recall the various SSML tags along with their usages and implementations in Alexa Skill
- describe the implementation of text interpretation using Say-as
- list the various AVS capabilities along with their implementation scenarios
- identify the various SDK components available for AVS and illustrate their implementation
- describe the steps involved in setting up the AVS SDK on Windows
- demonstrate the steps involved in implementing MediaPlayer
- classify the various essential components of custom skills
- identify the various features provided by the Smart Home Skills API that can be used to manage home services

ID

it\_sdbdsa\_04\_enus

Expected Duration (Minutes)

58

Prerequisites

None

# Working with Smart Home and Business

## DESCRIPTION

Explore the components of the Smart Home and Business API and how to manage and simplify business scheduling tasks.

## TARGET AUDIENCE

N/A

## OBJECTIVES

### Working with Smart Home and Business

- identify the essential and critical attributes of Smart Home
- list the devices that support Smart Home, along with their limitations
- demonstrate how we can create skills for Smart Home using APIs
- configure Smart Home endpoints and illustrate the approaches of testing skills
- describe the capabilities provided by Alexa for Business
- list the essential approaches of using and managing shared resources with Alexa for Business
- identify the essential approaches of managing skills using Alexa for Business
- demonstrate the steps involved in deploying Node.js custom skills
- describe the best practices that should be followed when managing Alexa

ID

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Expected Duration (Minutes)

54

Prerequisites

None

# Ruby Full Stack Development: Introduction

## DESCRIPTION

Ruby is a very powerful language for web and software development. Explore the Ruby language, including how to code in Ruby and the basic building blocks of a Ruby application.

## TARGET AUDIENCE

N/A

## OBJECTIVES

### Ruby Full Stack Development: Introduction

- describe the motivation and history of Ruby and why it should be used for software development
- install and configure Ruby
- create and run a simple Ruby script from the command line or PowerShell
- use interactive Ruby (IRB)
- recognize key Ruby identifiers like variables and constants
- use string, numeric, and Boolean values in Ruby
- apply comments and structure to a Ruby program
- work with arithmetic and string operators to manipulate variables in Ruby
- use Ruby methods to get user input and format output to the console
- use if, else, and elsif to control the flow of a Ruby application
- use logical operators to make decisions based on the values of variables in Ruby
- work with blocks, procs, and lambdas to modularize and improve code readability in Ruby
- identify how variable scope and namespaces work in Ruby

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Expected Duration (Minutes)

78

Prerequisites

None



# Ruby Full Stack Development: Flow Control and Data Types

## DESCRIPTION

Software development requires the use of data types and flow control in order to build most applications. Explore the Ruby data types and how to manipulate them using flow control and Ruby's built-in methods.

## TARGET AUDIENCE

N/A

## OBJECTIVES

### Ruby Full Stack Development: Flow Control and Data Types

- repeat tasks in a loop mechanism using for, times, upto, and downto in Ruby
- use the while, unless, and until statements to repeat tasks in Ruby
- use the ternary operator and case statement to make decisions in Ruby
- use sequence ranges to walk through data sets in Ruby
- use the Ruby associative array data type to store and use a built-in key-value store
- work with and manipulate arrays in Ruby
- understand how to use encoding methods in Ruby
- use built-in mathematical methods on numeric values in Ruby
- manipulate strings using the built-in string methods in Ruby
- identify how bang methods are identified by convention and used in Ruby
- recognize the importance of the ? In Ruby, and why and when this convention should be used

ID

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Expected Duration (Minutes)

69

Prerequisites

None

# Full Stack Development: Introduction

## DESCRIPTION

Follow the path a developer takes in the journey to become a full stack developer (FSD). Explore the three main layers of full stack development and dive into the client-side layer.

## TARGET AUDIENCE

N/A

## OBJECTIVES

### Full Stack Development: Introduction

- identify the need for a full stack developer
- recognize the three most important parts of full stack development
- identify the need to expand beyond the basics
- list a suite of client-side technologies
- list popular front-end technologies
- value the role of server-side technologies
- apply persistence to the top two layers
- list parts of the MVC model
- recognize HTTP, REST, SOA and microservices architecture
- identify, build, and test tools
- create an app to demonstrate client-side development

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Expected Duration (Minutes)

59

Prerequisites

None

# Full Stack Development: Business Logic and Persistence Layers

## DESCRIPTION

Explore the middle tier and the role that server-side technologies play at this layer, as well as the third tier, known as the persistence layer. Discover how to install popular tools that support these layers.

## TARGET AUDIENCE

N/A

## OBJECTIVES

### Full Stack Development: Business Logic and Persistence Layers

- describe the features of Node.js
- install Node.js on Linux
- work with the Node.js CLI
- work with NPM scripts
- create a server and serve a static HTML file
- recognize the purpose of MongoDB
- install MongoDB
- create a new MongoDB database
- describe the benefits of Git version control
- describe the benefits of GitHub
- install the request npm package

ID

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Expected Duration (Minutes)

50

Prerequisites

None

# Full Stack Development: Web Communications Layer

## DESCRIPTION

Communications bring together all the pieces of web development. Communications expose interfaces, collect requests, and provide responses to users. Examine Node.js frameworks, API design, web sockets, and deploying web-based applications.

## TARGET AUDIENCE

N/A

## OBJECTIVES

### Full Stack Development: Web Communications Layer

- explore Node.js frameworks
- install the Express application, body-parser, and the REST client
- build a sample API
- provision NoSQL storage using Node.js
- configure routing using Express
- connect API to a MongoDB database
- develop the API further
- describe the role of package.json in a Node.js app
- test the Node.js setup
- explore the architecture and components of the MEAN stack
- identify features of cloud architecture
- build a simple API with 3 fields

ID

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Expected Duration (Minutes)

59

Prerequisites

None

# iOS 12 Development: Getting Started with Xcode and iOS

## DESCRIPTION

iOS 12 is the latest version of Apple's mobile operating system. Discover how to install and use Xcode to create iOS projects, the basics of iOS development, and building and simulating iOS apps using Swift.

## TARGET AUDIENCE

N/A

## OBJECTIVES

### iOS 12 Development: Getting Started with Xcode and iOS

- install Xcode and the iOS SDK
- understand the architecture of the iOS SDK
- create a new iOS-based project in Xcode
- understand the pieces of the Xcode toolbar and navigation areas
- understand the pieces of the Xcode Editor, Debug, and Utility areas
- understand the Model View Controller design pattern as it relates to iOS
- understand the boiler plate components that make up a single view application
- locate and add UI controls to an iOS app
- connect an Interface element to a view controller using an IBOutlet
- connect interface events to a view controller using an IBAction
- add custom business logic to a view controller
- run an iOS app using the iOS Simulator
- run an iOS app using an actual iOS device

ID

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Expected Duration (Minutes)

47

Prerequisites

None

# iOS 12 Development: Working With Layout and Controls in iOS

## DESCRIPTION

iOS provides many controls and layout options to facilitate interface development. Discover some of these controls, as well as how to set up layouts and storyboards.

## TARGET AUDIENCE

N/A

## OBJECTIVES

### iOS 12 Development: Working With Layout and Controls in iOS

- add and use labels in an iOS app
- add and use text fields and text field delegates in an iOS app
- add and use image views in an iOS app
- use action sheets to provide users with feedback in an iOS app
- use alerts in an iOS app
- add and remove Auto Layout constraints relative to the superview
- add and remove Auto Layout constraints relative to sibling views
- create scenes and transition between them using segues
- create and associate a view controller with new scenes
- pass data between scenes in an iOS app
- navigate backwards through scenes in an iOS app
- use an unwind segue to transition from one scene to any other

ID

it\_sdiost\_02\_enus

Expected Duration (Minutes)

51

Prerequisites

None

# iOS 12 Development: Working With Data and Gestures

## DESCRIPTION

iOS 12 apps often need to manage data and touch-based user interaction. Explore using tables, how to use application settings to manage data, and how to respond to touch-based interaction and gestures in an iOS app.

## TARGET AUDIENCE

N/A

## OBJECTIVES

### iOS 12 Development: Working With Data and Gestures

- create and configure a scene that can display tabular data
- configure a data source to provide data to a table view
- configure a delegate to handle table view events and requests
- implement grouping for iOS table views
- detect taps on UIKit elements using a tap gesture recognizer
- detect touches based on more than one finger
- detect swipe gestures in an iOS app
- work directly with touch events in an iOS app
- configure how to receive updates when an iOS device has changed orientation
- specify and save settings for an iOS application
- retrieve saved settings for an iOS application

ID

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Expected Duration (Minutes)

55

Prerequisites

None

# Developing AI and ML Solutions with Java: Machine Learning Implementation

ID

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## DESCRIPTION

Explore the various machine learning techniques and implementations using Java libraries, and learn to identify certain scenarios where you can implement algorithms.

Expected Duration (Minutes)

87

Prerequisites

None

## TARGET AUDIENCE

N/A

## OBJECTIVES

### Developing AI and ML Solutions with Java: Machine Learning Implementation

- identify the critical relation between machine learning and artificial intelligence
- specify the various classifications of machine learning algorithms
- describe the differences between supervised and unsupervised learning
- state how to implement K-Means clusters
- describe how to implement KNN algorithms
- implement decision tree and random forest
- recall how to use and work with linear regression analysis
- implement gradient boosting algorithms using Java
- illustrate the implementation of logistic regression using Java
- recognize the usage and objective of probabilistic classifiers for statistical classification
- implement Naïve Bayes classifier using Java



# Developing AI and ML Solutions with Java: Neural Network and Neuroph Framework

ID

it\_sdjaai\_03\_enus

## DESCRIPTION

Discover the essential features and capabilities of Neuroph framework and Neural Networks, and also how to work with and implement Neural Networks using Neuroph framework.

Expected Duration (Minutes)

109

Prerequisites

None

## TARGET AUDIENCE

N/A

## OBJECTIVES

### Developing AI and ML Solutions with Java: Neural Network and Neuroph Framework

- recognize the concept of neural network, neurons and the different layers of neuron
- describe the practical implementation of a simple neural network using Java
- list the various types of neural networks that are prominently used today
- Implementing Hopfield Neural Networks
- describe how to implement back propagation neural networks using Java
- identify the relevance of activation functions and list the various types of activation functions in neural networks
- recognize the benefits of loss functions and list the various types of loss functions in practice today
- implement activation functions and loss functions using DL4J
- demonstrate how to work with hyperparameters in neural networks
- recall the capabilities and practical implementation of Neuroph framework
- work with the Arbiter hyperparameter optimization library designed to automate hyperparameter
- describe the concept of the deep learning and list its various components
- recognize the similarities and differences between deep learning and graph model
- work with the collaboration of deep learning and graph model
- identify the relevant use cases for implementing deep learning and graph model

# JavaScript Fundamentals

## DESCRIPTION

Explore basic JavaScript concepts and Full Stack Development while you learn how to get started using JavaScript, including setting up a development environment and code formatting basics.

ID

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Expected Duration (Minutes)

60

Prerequisites

None

## TARGET AUDIENCE

N/A

## OBJECTIVES

### JavaScript Fundamentals

- define what FSD is
- describe what JavaScript Front End Development is and where it fits into FSD
- describe what JavaScript is and its relationship to ECMAScript, including a high level overview of recent updates 2016, 2017, and ES.Next
- describe how to set up a JavaScript development environment
- describe the features and functionality of the developer console in Chrome/Firefox/IE
- describe best practices for JavaScript code spacing and formatting
- describe three methods for adding JavaScript to an HTML document based on the standard of HTML
- explore the various ways to declare and use variables in JavaScript
- demonstrate how to use basic JavaScript arithmetic and assignment operators
- work with bitwise, increment, and decrement operators

# JavaScript Data, Decision Making, and Arrays

## DESCRIPTION

JavaScript has rich language features for representing data and controlling the flow of programs. Explore the primary data types you will encounter in JavaScript and flow control statements.

## TARGET AUDIENCE

N/A

## OBJECTIVES

### JavaScript Data, Decision Making, and Arrays

- list and describe the seven data types defined by ECMAScript
- explore how type conversion works in JavaScript
- work with the various JavaScript comparison and logical operators
- declare and use an If statement that executes different code based on a condition
- use a conditional statement to replace an If...Else statement
- write a Switch statement containing case and break statements
- use a For loop
- use While and Do While loops
- declare an array and insert, retrieve, and modify values
- demonstrate the various ways to loop through an array
- explore how multidimensional arrays are used in JavaScript

ID

it\_sdjfsd\_02\_enus

Expected Duration (Minutes)

73

Prerequisites

None

# JavaScript Front End Development: Functions and Objects

## DESCRIPTION

JavaScript has rich language features for representing and manipulating real world items as data. Explore the basics of creating and working with functions, as well as creating and manipulating objects in JavaScript.

## TARGET AUDIENCE

N/A

## OBJECTIVES

### JavaScript Front End Development: Functions and Objects

- work with functions in JavaScript
- use function arguments and pass functions as values
- demonstrate how to have a function call itself
- differentiate between local and global variables
- use anonymous arrow functions in JavaScript
- explore the more commonly used predefined JavaScript functions
- create custom objects in JavaScript
- use the For...in loop to retrieve object properties when their names are unknown
- create custom objects in JavaScript using constructor functions
- create object methods in JavaScript
- use the prototype keyword to add properties and methods to an object in JavaScript
- use the prototype keyword to implement inheritance in JavaScript

ID

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Expected Duration (Minutes)

74

Prerequisites

None

# JavaScript Front End Development: Working With JavaScript Errors, Events, Objects, and New Features

ID

it\_sdjfsd\_04\_enus

## DESCRIPTION

JavaScript has rich language features to help you deal with errors and events. Explore the basics of events and error handling and also covers working with strings, numbers, dates and some new ECMAScript language features.

Expected Duration (Minutes)

88

Prerequisites

None

## TARGET AUDIENCE

N/A

## OBJECTIVES

### JavaScript Front End Development: Working With JavaScript Errors, Events, Objects, and New Features

- use events and event handlers in JavaScript
- perform error handling in JavaScript
- work with strings in JavaScript
- perform common string operations in JavaScript
- create and use regular expressions in JavaScript
- use the Number object to format numbers and perform common operations in JavaScript
- use the Math object to perform common calculations in JavaScript
- use the Date object in JavaScript
- explore how to use the let and const keywords instead of var when declaring variables
- demonstrate how to use the Map and Set objects
- identify how async functions and promises work together
- demonstrate how hoisting works in JavaScript
- explore how to use string padding in JavaScript

# JavaScript Front End Development: Front End Development Basics

## DESCRIPTION

Discover JavaScript language features that are essential for creating dynamic front end content for full stack applications, and explore how to add jQuery and Bootstrap to your front end toolkit.

## TARGET AUDIENCE

N/A

## OBJECTIVES

### JavaScript Front End Development: Front End Development Basics

- recognize how JavaScript is able to work with web pages using the DOM
- explore the role of DOM events in JavaScript front end development
- demonstrate how you can use JavaScript to affect the style of HTML content
- describe the main elements of the JQuery library and how to use jQuery in front end development
- work with various elements of jQuery, including selectors, attributes, traversing DOM, and filtering
- describe and work with various common JQuery events
- describe and work with various common JQuery effects
- show how to set up your environment to work with Bootstrap
- create a webpage using the Bootstrap framework
- demonstrate how to use the grid system in Bootstrap
- explore the various components and plugins you can use in Bootstrap

ID

it\_sdjfsd\_05\_enus

Expected Duration (Minutes)

68

Prerequisites

None

# JavaScript Front End Development: Frameworks

## DESCRIPTION

Discover how to work with JavaScript language frameworks, such as Angular, Vue.js, and React, for creating dynamic front end content for full stack applications.

## TARGET AUDIENCE

N/A

## OBJECTIVES

### JavaScript Front End Development: Frameworks

- create and describe the environment of a typical Angular project
- show how Angular controllers can be used to interact with data in an application
- demonstrate how Angular filters are used to sort and filter data
- use Angular to validate user form input
- recognize how to format output in Angular
- implement a service in AngularJS
- discuss what Vue.js is and how to implement the library
- create and describe the structure of a typical Vue.js project using components
- illustrate how to use directives in a simple Vue.js application
- demonstrate a simple ReactJS web page
- describe the key concepts of Reactive programming
- demonstrate how to embed expressions in JSX
- update elements on a page using the React virtual DOM

ID

it\_sdjfsd\_06\_enus

Expected Duration (Minutes)

86

Prerequisites

None

# Bootstrap Forms and Layout

## DESCRIPTION

HTML forms and page layout are typical tasks in Bootstrap. Explore basic interactivity and how to implement consistent layout across platforms and devices.

ID

it\_wdrabs\_02\_enus

## TARGET AUDIENCE

N/A

Expected Duration (Minutes)

59

## OBJECTIVES

Prerequisites

None

### Bootstrap Forms and Layout

- build a form using Bootstrap
- outline the input types that Bootstrap supports
- configure a drop-down list box
- work with radio buttons and checkboxes
- control the state of a form and its controls
- change the border of an image and implement a utility
- examine utility classes that control positioning and responsiveness
- demonstrate the use of iconic fonts
- group buttons for special effect
- prepend and append text or buttons to text-based input



# Whole Page Controls and Extending Bootstrap

## DESCRIPTION

Discover how to use controls and prepare helper classes to design the look and feel of a web page. Customize the various navigation tools and other components that render professionalism to presentations.

## TARGET AUDIENCE

N/A

## OBJECTIVES

### Whole Page Controls and Extending Bootstrap

- implement navigation and tweak format
- utilize the navbar with text, links, and orientation
- build a navigational theme using breadcrumbs
- handle pagination like other interface elements
- prepare a container to hold DOM components
- use modifier classes to place labels on the page
- create emphasis with built-in Bootstrap
- enhance the basic library with third-party plugins
- demonstrate two typical plugins
- respond to various events on a web page

ID

it\_wdrabs\_03\_enus

Expected Duration (Minutes)

73

Prerequisites

None

# Workplace Harassment Prevention for Employees

## DESCRIPTION

Harassment at work can have a corrosive effect on an organization's culture and can lead to low employee morale, reduced productivity, and even criminal liability. Focusing on the forms of harassment prohibited by federal law, this course will provide an overview of the types of behaviors that can give rise to harassment claims, including those based on sex, race, color, national origin, religion, age, and disability. It will also discuss the benefits of and strategies for promoting a respectful work environment that is free of all forms of harassment, intimidation, and discrimination. If you have questions about harassment either during or after this course, please contact the designated human resources professional at your company who is trained in this area. This course was developed with subject matter support provided by the Labor and Employment Practice Group of the law firm of Burr & Forman LLP. Please note, however, that the course materials and content are for informational purposes only and do not constitute legal advice. Nothing herein, or in the course materials, shall be construed as professional advice as to any particular situation or constitute a legal opinion with respect to compliance with any federal, state, or local laws. Transmission of the information is not intended to create, and receipt does not constitute, an attorney-client relationship. Readers should not act upon this information without seeking professional counsel. The information contained herein is provided only as general information that may or may not reflect the most current legal developments. This information is not provided in the course of an attorney-client relationship and is not intended to constitute legal advice or to substitute for obtaining legal advice from an attorney licensed in your state.

## TARGET AUDIENCE

All employees

## OBJECTIVES

### Workplace Harassment for Employees

- recognize examples of the classes that are protected from unlawful discriminatory harassment under various federal and state laws
- match each federal law that forms the legal basis for preventing harassment in the workplace with the group or class it protects
- identify examples of behaviors that may constitute harassment
- identify appropriate actions to take if you are harassed at work

ID

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Expected Duration (Minutes)

30

Prerequisites

None

# Sexual Harassment Prevention for Employees

## DESCRIPTION

Sexual harassment can have a disastrous impact on victims, offenders, and the company in which the offenses occur. Training employees in the essentials of prohibited conduct is an important part of reducing liability and maintaining a professional work environment. This course helps participants identify the types of sexual harassment and recognize behaviors that may be considered sexually harassing in the workplace. Participants will also learn about courses of action available to victims, as well as the rights of employees and the responsibilities of employers relative to sexual harassment in the workplace. This course can help your company demonstrate its commitment to a fair, responsible, and healthy organizational environment free from harassment and intimidation. This course was developed with subject matter support provided by the Labor, Employment, and Employee Benefits Law Group of the law firm of Sheehan Phinney Bass + Green PA. Please note, however, that the course materials and content are for informational purposes only and do not constitute legal advice. Nothing herein, or in the course materials, shall be construed as professional advice as to any particular situation or constitute a legal opinion with respect to compliance with any federal, state, or local laws. Transmission of the information is not intended to create, and receipt does not constitute, an attorney-client relationship. Readers should not act upon this information without seeking professional counsel. The information contained herein is provided only as general information that may or may not reflect the most current legal developments. This information is not provided in the course of an attorney-client relationship and is not intended to constitute legal advice or to substitute for obtaining legal advice from an attorney licensed in your state.

## TARGET AUDIENCE

Managers, supervisors, and employees

## OBJECTIVES

### What is Sexual Harassment?

- recognize examples of two types of sexual harassment

### Sexual Harassment in the Workplace

- recognize examples of appropriate courses of action being taken by victims of sexual harassment

ID

lch\_01\_a16\_lc\_enus

Expected Duration (Minutes)

30

Prerequisites

None

# HIPAA Privacy Essentials

## DESCRIPTION

This course presents an overview of HIPAA (the Health Insurance Portability and Accountability Act), outlining the main components and identifying who is covered by the Act. It examines the privacy provisions under HIPAA as they relate to protected health information (PHI). This course helps employees and business associates of covered entities recognize the key provisions of HIPAA, how their organizations are affected by HIPAA, and how the privacy rules impact them. This course was developed with subject matter support provided by the Labor & Employment Law Group of the law firm of Baker, Donelson, Bearman, Caldwell & Berkowitz, PC. Please note, however, that the course materials and content are for informational purposes only and do not constitute legal advice. Nothing herein, or in the course materials, shall be construed as professional advice as to any particular situation or constitute a legal opinion with respect to compliance with any federal, state, or local laws. Transmission of the information is not intended to create, and receipt does not constitute, an attorney-client relationship. Readers should not act upon this information without seeking professional counsel. The information contained herein is provided only as general information that may or may not reflect the most current legal developments. This information is not provided in the course of an attorney-client relationship and is not intended to constitute legal advice or to substitute for obtaining legal advice from an attorney licensed in your state.

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Expected Duration (Minutes)

60

Prerequisites

None

## TARGET AUDIENCE

Employees and business associates of covered entities


## OBJECTIVES

### Overview of HIPAA

- identify key areas of concern addressed under the HIPAA Administrative Simplification provision
- recognize examples of covered entities using the HIPAA rules
- recognize examples of the types of companies or organizations that would be considered business associates of a covered entity

### The Privacy Rule

- identify how the Privacy Rule safeguards protected health information (PHI)
- describe what deidentification of PHI involves and why it's important
- identify the types of requests individuals may ask of a covered entity or its business associates, relative to their PHI

- 
- identify the responsibilities of a covered entity and its business associates under HIPAA's Privacy Rule
  - recognize how certain standards within the Privacy Rule affect various situations
  - recognize how the "minimum necessary" concept applies to the use and disclosure of PHI
  - identify the main purpose of the Breach Notification rule
  - recognize the types of consequences an organization may face for failures to comply with its obligations under the Privacy Rule
  - recognize the impact of HIPAA penalties upon covered entities who do not comply

# Intellectual Property Overview

## DESCRIPTION

Employees are often confronted with the responsibility of protecting a company's intellectual property rights, while still communicating the company's identity or ideas to internal and external customers. How do employees perform this function effectively? This course explains the basic types of intellectual property, the legal protections in place, and the potential consequences of violating intellectual property laws. This course was developed with subject matter support provided by the Labor, Employment, and Employee Benefits Law Group of the law firm of Sheehan Phinney Bass + Green PA. Please note, however, that the course materials and content are for informational purposes only and do not constitute legal advice. Nothing herein, or in the course materials, shall be construed as professional advice as to any particular situation or constitute a legal opinion with respect to compliance with any federal, state, or local laws. Transmission of the information is not intended to create, and receipt does not constitute, an attorney-client relationship. Readers should not act upon this information without seeking professional counsel. The information contained herein is provided only as general information that may or may not reflect the most current legal developments. This information is not provided in the course of an attorney-client relationship and is not intended to constitute legal advice or to substitute for obtaining legal advice from an attorney licensed in your state.

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Expected Duration (Minutes)

60

Prerequisites

None

## TARGET AUDIENCE


Supervisors and all employees

## OBJECTIVES

### What is Intellectual Property?

- identify examples of the different types of intellectual property
- determine the appropriate intellectual property law that applies in a given scenario
- recognize examples of creative works that qualify for copyright protection
- determine how the criteria for receiving protection under copyright law apply in a given scenario
- recognize the benefits of copyright registration
- recognize examples of copyright infringement
- recognize examples of online copyright infringement
- recognize examples of fair use of copyrighted material

### Patents and Trademarks

- 
- recognize the types of patents inventors can apply for
  - distinguish between direct and indirect patent infringement
  - match the different types of trademarks with their descriptions
  - recognize how to establish trademark rights

# Code of Conduct Awareness

## DESCRIPTION

A company's Code of Conduct is a key part of its ethical framework. Outlining an organization's key ethical principles and providing guidance on the expected standards of behavior for employees, the Code serves as an important resource for employees as they navigate the sometimes challenging waters of the workplace. This course will introduce employees to the uses and benefits of their organization's Code of Conduct, and offer practical advice on how to apply the Code to ethical dilemmas they may encounter in the business environment. The course materials and content are for informational purposes only and do not constitute legal advice. Nothing herein, or in the course materials, shall be construed as professional advice as to any particular situation or constitute a legal opinion with respect to compliance with any federal, state, or local laws. Transmission of the information is not intended to create, and receipt does not constitute, an attorney-client relationship. Readers should not act upon this information without seeking professional counsel. The information contained herein is provided only as general information that may or may not reflect the most current legal developments. This information is not provided in the course of an attorney-client relationship and is not intended to constitute legal advice or to substitute for obtaining legal advice from an attorney licensed in your state.

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Expected Duration (Minutes)

30

Prerequisites

None

## TARGET AUDIENCE

All employees

## OBJECTIVES

### The Importance of a Code of Conduct

- recognize the impact and benefits a Code of Conduct has on an organization



# Global Privacy and Information Security

## DESCRIPTION

Given the global nature of commerce and the prevalence of the electronic exchange of information, data security has never been a more critical business issue. This course will provide employees in global organizations with a high-level awareness of the regulatory, legal, and corporate requirements for handling and protecting personal and sensitive information. It will explore the principles underlying the various information security laws in place around the world, and outline best practices for handling data appropriately. This course was developed with subject matter support provided by Gordon Dadds LLP. Please note, however, that the course materials and content are for informational purposes only and do not constitute legal advice and may or may not reflect the most current legal developments. Nothing herein, or in the course materials, shall be construed as professional advice as to any particular situation or constitute a legal opinion with respect to compliance with legal statutes or statutory instruments. Gordon Dadds LLP accepts no responsibility for their contents and the reliance on the contents is prohibited and at the user's risk. Transmission of the information is not intended to create, and receipt does not constitute, a solicitor-client relationship. Readers should not act upon this information without seeking independent legal advice.

## TARGET AUDIENCE

All employees, particularly those who routinely handle confidential information or sensitive personal information

## OBJECTIVES

### Information Security in a Global Business Context

- recognize information that needs to be protected
- recognize data protection principles that underlie privacy laws around the world and how they apply in business
- recognize best practices for protecting personal information
- recognize the benefits of complying with information security requirements

ID

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Expected Duration (Minutes)

30

Prerequisites

None

# Business Ethics

## DESCRIPTION

The recent economic downturn has heightened the public's scrutiny of corporations and contributed to the perception that some firms have lost their commitment to operating with integrity. This course considers the concept of ethics and its role in today's corporate culture. It looks at the impact of business ethics on both the individual employee and the organization as a whole, and explores how the use of an ethical framework can promote ethically-driven behavior. The course also focuses on how employees can use an ethical filter to help resolve ethical dilemmas. This course was developed with subject matter support provided by the Labor, Employment, and Employee Benefits Law Group of the law firm of Sheehan Phinney Bass + Green PA. Please note, however, that the course materials and content are for informational purposes only and do not constitute legal advice. Nothing herein, or in the course materials, shall be construed as professional advice as to any particular situation or constitute a legal opinion with respect to compliance with any federal, state, or local laws. Transmission of the information is not intended to create, and receipt does not constitute, an attorney-client relationship. Readers should not act upon this information without seeking professional counsel. The information contained herein is provided only as general information that may or may not reflect the most current legal developments. This information is not provided in the course of an attorney-client relationship and is not intended to constitute legal advice or to substitute for obtaining legal advice from an attorney licensed in your state.

ID

lchr\_01\_a68\_lc\_enus

Expected Duration (Minutes)

30

Prerequisites

None

## TARGET AUDIENCE

All employees

## OBJECTIVES

### The Importance of Ethics in Business Today

- recognize the benefits a code of ethics brings to a business
- identify examples of organizational factors that contribute to unethical behavior
- identify situations that reflect the types of pressures individuals face related to ethical decision-making

# Security Awareness for End Users

## DESCRIPTION

The nature of higher education institutions means they must provide relatively open and easy access to resources and services while also protecting these resources from individual's with malicious intentions. Securing the campus network depends largely on end users, specifically students and employees. They have an important role to play in network security. In fact, by taking appropriate action to promote network security, end users will also benefit from increased protection against people looking to take advantage or to exploit them personally. This course will explore why campus networks are targeted by hackers and the potential consequences a breach can have for end users and institutions. Best practices for protecting personal, web-enabled devices and safe online behaviors will build awareness of how to stay safe and secure online – which in turn will promote campus network security. This course was developed with subject matter support provided by the Labor, Employment, and Employee Benefits Law Group of the law firm of Sheehan Phinney Bass & Green PA. Please note, however, that the course materials and content are for informational purposes only and do not constitute legal advice. Nothing herein, or in the course materials, shall be construed as professional advice as to any particular situation or constitute a legal opinion with respect to compliance with any federal, state, or local laws. Transmission of the information is not intended to create, and receipt does not constitute, an attorney-client relationship. Readers should not act upon this information without seeking professional counsel. The information contained herein is provided only as general information that may or may not reflect the most current legal developments. This information is not provided in the course of an attorney-client relationship and is not intended to constitute legal advice or to substitute for obtaining legal advice from an attorney licensed in your state.

ID

lchr\_01\_b11\_lc\_enus

Expected Duration (Minutes)

30

Prerequisites

None

## TARGET AUDIENCE

All end users of higher education campus networks and electronic resources including students and employees

## OBJECTIVES

### Promoting Campus Network Security

- identify why campus networks are targeted by hackers
- identify personal benefits of promoting campus network security
- identify the methods hackers use to try and exploit others online
- recognize practical strategies to improve security on your personal devices
- recognize good online habits that can help keep you safe and improve campus network security

# Privacy and Information Security

## DESCRIPTION

This course will prepare you to handle private information responsibly as required by law and by your organization. It will give you an understanding of the kinds of information that are considered private and that are subject to protection under US law. It will explore the various strategies for safeguarding private information you encounter as part of your job and teach you about recognizing and reporting potential privacy breaches. In addition, it will give you an appreciation of the negative consequences of failing to adequately protect such private or confidential information. This course was developed with subject matter support provided by the Labor & Employment Law Group of the law firm of Baker, Donelson, Bearman, Caldwell & Berkowitz, PC. Please note, however, that the course materials and content are for informational purposes only and do not constitute legal advice. Nothing herein, or in the course materials, shall be construed as professional advice as to any particular situation or constitute a legal opinion with respect to compliance with any federal, state, or local laws. Transmission of the information is not intended to create, and receipt does not constitute, an attorney-client relationship. Readers should not act upon this information without seeking professional counsel. The information contained herein is provided only as general information that may or may not reflect the most current legal developments. This information is not provided in the course of an attorney-client relationship and is not intended to constitute legal advice or to substitute for obtaining legal advice from an attorney licensed in your state.

ID

lchr\_01\_b15\_lc\_enus

Expected Duration (Minutes)

27

Prerequisites

None

## TARGET AUDIENCE

All employees

## OBJECTIVES

### Privacy and Information Security

- recognize information that needs to be protected
- recognize guidelines for safeguarding PII
- apply best practices to protect personal information

# COMPLIANCE SHORT: Privacy and Information Security

## DESCRIPTION

Given the global nature of commerce and the prevalence of the electronic exchange of information, data security has never been a more critical business issue. This course will provide employees in global organizations with a high-level awareness of the regulatory, legal, and corporate requirements for handling and protecting personal and sensitive information. This course was developed with subject matter support provided by Gordon Dadds LLP. Please note, however, that the course materials and content are for informational purposes only and do not constitute legal advice and may or may not reflect the most current legal developments. Nothing herein, or in the course materials, shall be construed as professional advice as to any particular situation or constitute a legal opinion with respect to compliance with legal statutes or statutory instruments. Gordon Dadds LLP accepts no responsibility for their contents and the reliance on the contents is prohibited and at the user's risk. Transmission of the information is not intended to create, and receipt does not constitute, a solicitor-client relationship. Readers should not act upon this information without seeking independent legal advice.

## TARGET AUDIENCE

All employees

## OBJECTIVES

### Privacy and Information Security

- use appropriate strategies to prevent the theft or improper disclosure of personal, confidential, or sensitive information maintained by the company

ID

lchr\_01\_b30\_lc\_enus

Expected Duration (Minutes)

6

Prerequisites

None

# COMPLIANCE SHORT: Privacy and Information Security 2

## DESCRIPTION

Given the global nature of commerce and the prevalence of the electronic exchange of information, data security has never been a more critical business issue. This course will provide employees in global organizations with a high-level awareness of the regulatory, legal, and corporate requirements for handling and protecting personal and sensitive information. This course was developed with subject matter support provided by Gordon Dadds LLP. Please note, however, that the course materials and content are for informational purposes only and do not constitute legal advice and may or may not reflect the most current legal developments. Nothing herein, or in the course materials, shall be construed as professional advice as to any particular situation or constitute a legal opinion with respect to compliance with legal statutes or statutory instruments. Gordon Dadds LLP accepts no responsibility for their contents and the reliance on the contents is prohibited and at the user's risk. Transmission of the information is not intended to create, and receipt does not constitute, a solicitor-client relationship. Readers should not act upon this information without seeking independent legal advice.

## TARGET AUDIENCE

All employees

## OBJECTIVES

### Privacy and Information Security 2

- use appropriate strategies to prevent the theft or improper disclosure of personal, confidential, or sensitive information maintained by the company

ID

lchr\_01\_b31\_lc\_enus

Expected Duration (Minutes)

7

Prerequisites

None

# COMPLIANCE SHORT:

## Social Media and Electronic Communications

### DESCRIPTION

This course explores some generally accepted best practices for protecting your own and your company's best interests while using e-mail, instant messaging, text messaging, as well as other Internet technologies such as social networking sites and blogs. This course was developed with subject matter support provided by Gordon Dadds LLP. Please note, however, that the course materials and content are for informational purposes only and do not constitute legal advice and may or may not reflect the most current legal developments. Nothing herein, or in the course materials, shall be construed as professional advice as to any particular situation or constitute a legal opinion with respect to compliance with legal statutes or statutory instruments. Gordon Dadds LLP accepts no responsibility for their contents and the reliance on the contents is prohibited and at the user's risk. Transmission of the information is not intended to create, and receipt does not constitute, a solicitor-client relationship. Readers should not act upon this information without seeking independent legal advice.

### TARGET AUDIENCE

All employees

### OBJECTIVES

#### Social Media and Electronic Communications

- recognize the risks of using social media and other forms of electronic communications in the workplace

ID

lchr\_01\_b36\_lc\_enus

Expected Duration (Minutes)

7

Prerequisites

None

# COMPLIANCE SHORT:

## Social Media and Electronic Communications 2

### DESCRIPTION

This course explores some generally accepted best practices for protecting your own and your company's best interests while using e-mail, instant messaging, text messaging, as well as other Internet technologies such as social networking sites and blogs. This course was developed with subject matter support provided by Gordon Dadds LLP. Please note, however, that the course materials and content are for informational purposes only and do not constitute legal advice and may or may not reflect the most current legal developments. Nothing herein, or in the course materials, shall be construed as professional advice as to any particular situation or constitute a legal opinion with respect to compliance with legal statutes or statutory instruments. Gordon Dadds LLP accepts no responsibility for their contents and the reliance on the contents is prohibited and at the user's risk. Transmission of the information is not intended to create, and receipt does not constitute, a solicitor-client relationship. Readers should not act upon this information without seeking independent legal advice.

### TARGET AUDIENCE

All employees

### OBJECTIVES

#### Social Media and Electronic Communications 2

- recognize the risks of using social media and other forms of electronic communications in the workplace

ID

lchr\_01\_b37\_lc\_enus

Expected Duration (Minutes)

7

Prerequisites

None



# COMPLIANCE SHORT:

## Cybersecurity

### DESCRIPTION

Lax security practices and poor security awareness on the part of employees can result in security breaches that have serious consequences for organizations. Hackers will take advantage of any vulnerability, and their reach is global. Please note that the course content is for informational purposes only and does not constitute legal advice. Nothing in the course materials shall be construed as professional advice as to any particular situation or constitute a legal opinion with respect to compliance with any jurisdiction's laws. Transmission of this information is not intended to create, and receipt does not establish, an attorney-client relationship. Users should not act upon this information without seeking professional counsel licensed in their jurisdiction.

### TARGET AUDIENCE

All employees

### OBJECTIVES

#### Cybersecurity

- identify security risks associated with using the company's electronic devices, network, and other IT resources

ID

lchr\_01\_b47\_lc\_enus

Expected Duration (Minutes)

8

Prerequisites

None

# EU General Data Protection Regulation

## DESCRIPTION

In today's data-driven society, corporate and non-profit organizations alike rely on the collection and processing of user data in ever-evolving ways. Employees working in these organizations share a duty to protect the rights of individuals' personal data, which includes complying with the EU General Data Protection Regulation (GDPR). This course outlines the purpose and principles of this regulation. It explains obligations of controllers and processors under the GDPR, and discusses the rights of data subjects. The course also covers measures employees can take to support their organizations' compliance with the GDPR. This course was developed with subject matter support provided by The Potomac Law Group, PLLC. Please note, however, that the course materials and content are for informational purposes only and do not constitute legal advice and may or may not reflect the most current legal developments. Nothing herein, or in the course materials, shall be construed as professional advice as to any particular situation or constitute a legal opinion with respect to compliance with legal statutes or statutory instruments. Transmission of the information is not intended to create, and receipt does not constitute, an attorney-client relationship. Readers should not act upon this information without seeking independent legal advice.

## TARGET AUDIENCE

All employees

## OBJECTIVES

### Protecting Data Subjects' Information

- identify which organizations must comply with the GDPR
- recognize controllers' obligations for establishing a lawful basis for processing personal data
- identify the obligations of controllers and processors under the GDPR
- identify the rights of data subjects
- recognize measures employees can take to support their organizations' compliance with the GDPR
- recognize key data protection obligations regulated by the GDPR

ID

lchr\_01\_b66\_lc\_enus

Expected Duration (Minutes)

25

Prerequisites

None

# COMPLIANCE SHORT:

## Intellectual Property Protection

### DESCRIPTION

Being familiar with the various types of intellectual property – and the laws in place to protect owners’ rights – is critical for ensuring that employees use the company’s IP properly and avoid violating the IP rights of others. This course was developed with subject matter support provided by Gordon Dadds LLP. Please note, however, that the course materials and content are for informational purposes only and do not constitute legal advice and may or may not reflect the most current legal developments. Nothing herein, or in the course materials, shall be construed as professional advice as to any particular situation or constitute a legal opinion with respect to compliance with legal statutes or statutory instruments. Gordon Dadds LLP accepts no responsibility for their contents and the reliance on the contents is prohibited and at the user’s risk. Transmission of the information is not intended to create, and receipt does not constitute, a solicitor-client relationship. Readers should not act upon this information without seeking independent legal advice.

### TARGET AUDIENCE

All employees

### OBJECTIVES

#### Intellectual Property Protection

- recognize examples of intellectual property protected under company policy

ID

lchr\_01\_b76\_lc\_enus

Expected Duration (Minutes)

4

Prerequisites

None

# COMPLIANCE SHORT:

## Cybersecurity 2

### DESCRIPTION

Lax security practices and poor security awareness on the part of employees can result in security breaches that have serious consequences for organizations. Hackers will take advantage of any vulnerability, and their reach is global. This course was developed with subject matter support provided by Gordon Dadds LLP. Please note, however, that the course materials and content are for informational purposes only and do not constitute legal advice and may or may not reflect the most current legal developments. Nothing herein, or in the course materials, shall be construed as professional advice as to any particular situation or constitute a legal opinion with respect to compliance with legal statutes or statutory instruments. Gordon Dadds LLP accepts no responsibility for their contents and the reliance on the contents is prohibited and at the user's risk. Transmission of the information is not intended to create, and receipt does not constitute, a solicitor-client relationship. Readers should not act upon this information without seeking independent legal advice.

### TARGET AUDIENCE

All employees

### OBJECTIVES

#### Cybersecurity 2

- recognize cybersecurity risks and the actions that mitigate them

ID

lchr\_01\_b77\_lc\_enus

Expected Duration (Minutes)

5

Prerequisites

None

# COMPLIANCE SHORT:

## Protecting Customer Information

### DESCRIPTION

Because a company's customer data can be among its most valuable assets, it is essential that all employees become familiar with their role in protecting it from loss, theft, or other misuse. This course was developed with subject matter support provided by Gordon Dadds LLP. Please note, however, that the course materials and content are for informational purposes only and do not constitute legal advice and may or may not reflect the most current legal developments. Nothing herein, or in the course materials, shall be construed as professional advice as to any particular situation or constitute a legal opinion with respect to compliance with legal statutes or statutory instruments. Gordon Dadds LLP accepts no responsibility for their contents and the reliance on the contents is prohibited and at the user's risk. Transmission of the information is not intended to create, and receipt does not constitute, a solicitor-client relationship. Readers should not act upon this information without seeking independent legal advice.

### TARGET AUDIENCE

All employees

### OBJECTIVES

#### Protecting Customer Information

- identify actions that help protect customers' personal identifiable information

ID

lchr\_01\_b80\_lc\_enus

Expected Duration (Minutes)

4

Prerequisites

None

# Global Cybersecurity Basics

## DESCRIPTION

Lax security practices and poor security awareness on the part of employees can result in data breaches and other security incidents that have serious consequences for organizations. Hackers will take advantage of any vulnerability, and their reach is global. This course focuses on common pitfalls in IT security by end users, highlighting how seemingly harmless actions by employees can give opportunistic hackers access to sensitive organizational data and systems. The course also provides employees with common sense guidelines dealing with areas such as mobile security, online security, password security, and malicious e-mails. This course was developed with subject matter support provided by The Potomac Law Group, PLLC. Please note, however, that the course materials and content are for informational purposes only and do not constitute legal advice and may or may not reflect the most current legal developments. Nothing herein, or in the course materials, shall be construed as professional advice as to any particular situation or constitute a legal opinion with respect to compliance with legal statutes or statutory instruments. Transmission of the information is not intended to create, and receipt does not constitute, an attorney-client relationship. Readers should not act upon this information without seeking independent legal advice.

ID

lchr\_01\_b83\_lc\_enus

Expected Duration (Minutes)

15

Prerequisites

None

## TARGET AUDIENCE

All employees using an organization's network and electronic devices

## OBJECTIVES

### Introduction to Global IT Security

- recognize habits that threaten organizational systems and data security and ways to mitigate them
- identify characteristics of social engineering attacks
- recognize how to keep systems and data safe from attackers
- reflect on what you've learned

# Preventing Bullying and Violence

## DESCRIPTION

This course seeks to help employees understand the circumstances that can trigger violence in the workplace and to offer strategies for preventing the escalation of conflict. According to the Bureau of Labor Statistics, in the US, fatal injuries involving violence increased by 163 cases to 866 in 2016. Workplace homicides increased by 83 cases to 500 in 2016, and workplace suicides increased by 62 to 291. This is the highest homicide figure since 2010 and the most suicides since the Census of Fatal Occupational Injuries began reporting data in 1992. Workplace violence can include a range of acts, both physical and non-physical, such as assault, stalking, bullying, robbery, and harassment. This course will help employees to recognize early warning signs of potential workplace conflict, the actions they can take to prevent situations that may lead to workplace violence, and how to respond to an aggressor. This course was developed with subject matter support provided by Eastman & Smith Ltd., Please note, the course materials and content are for informational purposes only and should not be considered legal advice. This information is not intended to create, and receipt of it does not constitute, an attorney/client relationship. This course was developed with subject matter support provided by Eastman & Smith Ltd., Please note, the course materials and content are for informational purposes only and should not be considered legal advice. This information is not intended to create, and receipt of it does not constitute, an attorney/client relationship.

ID

lchr\_01\_b88\_lc\_enus

Expected Duration (Minutes)

18

Prerequisites

None

## TARGET AUDIENCE

All employees, including managers, human resource professionals, and all employees responsible for understanding and implementing workplace policies

## OBJECTIVES

### Anticipating and Responding to Violence

- identify situations and behaviors that would be considered workplace violence
- recognize early warning signs of the potential for violent behavior
- identify how to respond appropriately when confronted by an aggressor in the workplace
- identify how to recognize, respond to, and prevent violence in the workplace

# Interviewing: Doing it Right

## DESCRIPTION

This course will present strategies for exercising sound judgment in the hiring and interviewing process. It will help managers and supervisors recognize and avoid discrimination in the recruitment process. This course was developed with subject matter support provided by the Labor & Employment Law Group of the law firm of Baker, Donelson, Bearman, Caldwell & Berkowitz, PC. Please note, however, that the course materials and content are for informational purposes only and do not constitute legal advice. Nothing herein, or in the course materials, shall be construed as professional advice as to any particular situation or constitute a legal opinion with respect to compliance with any federal, state, or local laws. Transmission of the information is not intended to create, and receipt does not constitute, an attorney-client relationship. Readers should not act upon this information without seeking professional counsel. The information contained herein is provided only as general information that may or may not reflect the most current legal developments. This information is not provided in the course of an attorney-client relationship and is not intended to constitute legal advice or to substitute for obtaining legal advice from an attorney licensed in your state.

ID

lchr\_01\_b95\_lc\_enus

Expected Duration (Minutes)

17

Prerequisites

None

## TARGET AUDIENCE

Supervisors and managers with hiring responsibility

## OBJECTIVES

### The Hiring Process

- recognize legal and illegal job advertisement text
- identify interview techniques that comply with nondiscriminatory hiring regulations
- identify record-keeping requirements related to the hiring process
- identify strategies for exercising sound judgment in the recruitment process



# COMPLIANCE SHORT: GDPR

## DESCRIPTION

In today's data-driven society, organizations rely on the collection and processing of user data in ever-evolving ways. Employees working in these organizations share a duty to protect the rights of individuals' personal data, which includes complying with the EU General Data Protection Regulation (GDPR). This course was developed with subject matter support provided by Gordon Dadds LLP. Please note, however, that the course materials and content are for informational purposes only and do not constitute legal advice and may or may not reflect the most current legal developments. Nothing herein, or in the course materials, shall be construed as professional advice as to any particular situation or constitute a legal opinion with respect to compliance with legal statutes or statutory instruments. Gordon Dadds LLP accepts no responsibility for their contents and the reliance on the contents is prohibited and at the user's risk. Transmission of the information is not intended to create, and receipt does not constitute, a solicitor-client relationship. Readers should not act upon this information without seeking independent legal advice.

## TARGET AUDIENCE

All employees

## OBJECTIVES

### GDPR

- recognize an individual's data protection rights under the EU's General Data Protection Regulation

ID

lchr\_01\_c03\_lc\_enus

Expected Duration (Minutes)

4

Prerequisites

None

# COMPLIANCE SHORT:

## Unconscious Bias

### DESCRIPTION

Employees' unconscious biases can affect the way they interact with one another. Accordingly, it is important to become aware of the ways unconscious biases can impact workplace relationships. This course was developed with subject matter support provided by Gordon Dadds LLP. Please note, however, that the course materials and content are for informational purposes only and do not constitute legal advice and may or may not reflect the most current legal developments. Nothing herein, or in the course materials, shall be construed as professional advice as to any particular situation or constitute a legal opinion with respect to compliance with legal statutes or statutory instruments. Gordon Dadds LLP accepts no responsibility for their contents and the reliance on the contents is prohibited and at the user's risk. Transmission of the information is not intended to create, and receipt does not constitute, a solicitor-client relationship. Readers should not act upon this information without seeking independent legal advice.

### TARGET AUDIENCE

All employees

### OBJECTIVES

#### Unconscious Bias

- recognize accurate statements related to the concept of unconscious bias and the way it can influence workplace interactions

ID

lchr\_01\_c04\_lc\_enus

Expected Duration (Minutes)

4

Prerequisites

None

# The Basics of Marketing

## DESCRIPTION

Marketing is a core business process that helps companies develop strong relationships with consumers. Understanding its function will help you better understand the relationship that companies need to build with their customers, how they do it, and the impact these activities can have on a company's bottom line. In this course, you'll learn about marketing as a key business process, its link to overall corporate strategy, and how online and social media marketing is changing the face of marketing by bringing companies and customers closer together. The importance of marketing planning is also discussed including careful consideration of key concepts such as segmentation, targeting and positioning. Finally, you'll learn about the traditional and modern marketing mixes.

ID

mkt\_05\_a01\_bs\_enus

Expected Duration (Minutes)

30

Prerequisites

None

## TARGET AUDIENCE

Anyone who wants to develop or refine their marketing skills.

## OBJECTIVES

### Introduction to Marketing

- match business styles to the underlying principles that guide decision making
- identify the key objectives of the marketing function in organizations
- identify the key characteristics of online marketing
- recognize descriptions of market segmentation and targeting
- match positioning strategies to their descriptions
- identify elements of the marketing mix
- identify elements of the modern marketing mix
- recognize characteristics of modern marketing

# The People and Planning in Marketing

## DESCRIPTION

The elements of the traditional marketing mix form important strategic cornerstones of any marketing activity. However, this traditional marketing mix fails to address two very important aspects of marketing: planning and people. In this course, you'll learn about the importance of linking marketing activities to an organization's overall strategic objectives and the difference between strategic and tactical marketing. You'll also learn about the key planning activities: market research, budgeting, development and execution, and evaluation. Finally, the importance of employee engagement and internal branding are also discussed as the key aspects of the people element.

## TARGET AUDIENCE

Anyone who wants to develop or refine their marketing skills.

## OBJECTIVES

### Planning and People

- recognize the differences between strategic and tactical marketing plans
- identify the advantages of planning marketing at a strategic level
- describe the difference between quantitative and qualitative market research
- match discretionary marketing costs to their budget categories
- recognize guidelines on how to develop and execute a marketing plan
- identify how to evaluate your marketing plan
- recognize how companies can include employees in the marketing mix
- recognize the roles of planning and people in the marketing mix

ID

mkt\_05\_a02\_bs\_enus

Expected Duration (Minutes)

31

Prerequisites

None

# Product, Pricing, and Promotion in the Marketing Mix

## DESCRIPTION

In today's highly competitive marketplace, it's more important than ever to know how to develop, promote, and sell successful products and services. The marketing mix is a collection of elements used to satisfy customers' needs and meet business objectives. In this course, you'll learn about a few elements of the marketing mix: product, price, and promotion. You'll learn how marketing is involved in developing new products and about the stages of the product life cycle and their goals. You'll also learn about pricing, including how to approach product pricing and the factors that affect a product's price. Finally, you'll learn about promotional techniques, including traditional and online marketing.

## TARGET AUDIENCE

Anyone who wants to develop or refine their marketing skills.

## OBJECTIVES

### Understanding Product, Price, and Promotion

- identify the typical roles of marketing in the development of new products
- match the stages of the product life cycle to their goals
- classify pricing objectives as being financial or marketing objectives
- match pricing strategies to their definitions
- recognize examples of different pricing promotions
- match promotional techniques with their descriptions
- match characteristics of marketing communication campaigns to either traditional or online media
- recognize the roles of product, price, and promotion in the marketing mix

ID

mkt\_05\_a03\_bs\_enus

Expected Duration (Minutes)

30

Prerequisites

None

# Setting Up a Project in Microsoft Project 2013

## DESCRIPTION

Microsoft Project 2013 makes it easy to create and manage professional project plans for home and business use. In this course, you will learn how to navigate and use the Project 2013 interface, how to set up a project and a project calendar, how to add custom fields to a project plan, and how to set various project options.

## TARGET AUDIENCE

End users at all levels, including those who have little or no familiarity with Microsoft Project 2013 and more experienced users who want to learn more about Project 2013.

## OBJECTIVES

### The Microsoft Project 2013 Workspace

- start the course
- distinguish between the different editions of Project 2013
- recognize elements of the Project 2013 interface
- use the Project 2013 ribbon, toolbars, and Backstage view

### Creating and Working with Projects

- create and save a new project based on the default template in Project 2013
- create a project using an existing project in Project 2013
- open, save, and close projects in Project 2013
- switch between projects and pin or unpin objects in Project 2013
- add tasks to a project plan in Project 2013

### Creating Templates

- create a template from an existing project in Project 2013
- create a template from a SharePoint task list in Project 2013
- create a template from an Excel 2013 workbook in Project 2013

### Creating and Maintaining Calendars

- choose a base calendar and set it as the project calendar in Project 2013
- modify the working times in a project calendar in Project 2013
- create and work with resource calendars in Project 2013
- create and work with task calendars in Project 2013

ID

mo\_prbe\_a01\_dt\_enus

Expected Duration (Minutes)

94

Prerequisites

None

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## Creating Custom Fields

- create custom task and resource fields in Project 2013
- create and use a custom field containing a formula in Project 2013
- use functions in custom fields that contain formulas in Project 2013
- create a custom field with a lookup table in Project 2013
- add graphical indicators to custom fields in Project 2013

## Configuring Project 2013 Options

- set general project options in Project 2013
- set default task types in Project 2013
- implement manual or automatic scheduling and recognize the implications of each scheduling mode in Project 2013
- set default calendar options in Project 2013
- customize the ribbon and the Quick Access Toolbar in Project 2013

## Practice: Creating and Modifying a Project

- create and edit a new project in Project 2013

# Creating a Task-Based Schedule in Microsoft Project 2013

## DESCRIPTION

Knowing how to create and work with a task-based project schedule is at the heart of managing a project successfully using Project 2013. In this course, you will learn how to set up project information, create and organize project tasks, and determine how tasks are scheduled. You'll also learn how to manage resources and resolve scheduling conflicts across multiple projects. This course is one of a series in the SkillSoft learning path that covers the objectives for the Managing Projects with Microsoft Project 2013 certification exam (74-343).

ID

mo\_prbe\_a02\_dt\_enus

Expected Duration (Minutes)

99

Prerequisites

None

## TARGET AUDIENCE

End users at all levels, including those who have little or no familiarity with Microsoft Project 2013 and more experienced users who want to learn more about Project 2013 and master the skills required to sit the Managing Projects with Microsoft Project 2013 certification exam.

## OBJECTIVES

### Setting Up Project Information

- start the course
- set the start date for a project and recognize what this affects in Project 2013
- Identify the type of calendar used in a project
- set project properties in Project 2013
- display a project summary task in Project 2013


### Creating a Project Task Structure

- add single and recurring tasks to a project plan and reorder tasks in Project 2013
- create and modify summary tasks and subtasks, and view an outline of these tasks in Project 2013
- add project milestones to a project plan in Project 2013
- create manually scheduled tasks in Project 2013
- mark tasks as inactive in Project 2013
- overlap tasks in Project 2013
- create work breakdown structure (WBS) codes in Project 2013

### Building a Logical Schedule Model

- identify constraint types in Project 2013



- 
- set date constraints and project deadlines in Project 2013
  - apply task dependencies and link or unlink tasks in Project 2013
  - work with effort-driven and fixed duration tasks in Project 2013
  - work with task types in Project 2013

## **User-Controlled Scheduling**

- understand how to work with manually scheduled tasks in Project 2013
- show or hide warnings and suggestions for manually scheduled tasks in Project 2013
- describe user-controlled summary tasks in Project 2013

## **Managing Multiple Projects**

- create a shared resource pool in Project 2013
- connect to a resource pool in Project 2013
- create links between projects and resolve conflicts between linked projects in Project 2013
- work with master projects and sub-projects in Project 2013
- summarize the data in a master project in Project 2013

## **Practice: Working with Tasks and Resources**

- modify tasks and resources in Project 2013

# Managing Resources and Assignments in Microsoft Project 2013

ID

mo\_prbe\_a03\_dt\_enus

## DESCRIPTION

Microsoft Project 2013 simplifies project resource management, helping ensure optimal resource use. In this course, you will learn how to enter and edit resource information, create assignments, and manage resource allocation in Project 2013. You'll also learn how to model project resource costs. This course is one of a series in the SkillsSoft learning path that covers the objectives for the Managing Projects with Microsoft Project 2013 certification exam (74-343).

Expected Duration (Minutes)

83

Prerequisites

None

## TARGET AUDIENCE

End users at all levels, including those who have little or no familiarity with Microsoft Project 2013 and more experienced users who want to learn more about Project 2013 and master the skills required to sit the Managing Projects with Microsoft Project 2013 certification exam.

## OBJECTIVES


### Managing Project Plan Resources

- start the course
- describe the project resource types used in Project 2013
- enter and edit appropriate resource information in a project plan in Project 2013
- use the Resource Sheet view to add resources to a project in Project 2013
- create a resource rate table in Project 2013
- specify the costs and availability of resources in Project 2013
- create resource groups in Project 2013
- create cost resources and recognize their uses in Project 2013
- filter and highlight resources in Project 2013

### Working with Resource Assignments

- use task forms to create and modify resource assignments in Project 2013
- assign multiple resources per task in Project 2013
- assign part-time resources in Project 2013
- edit resource assignments in Project 2013

### Managing Resource Allocation

- 
- use task and resource views to monitor resource use in Project 2013
  - monitor resource use and availability across multiple projects in Project 2013
  - change resource assignment information and replace resources in Project 2013
  - work with leveling options in Project 2013.

## **Using Team Planner**

- access and navigate the Team Planner view in Project 2013
- use Team Planner to allocate tasks in Project 2013
- use the Team Planner view to assign and schedule tasks in Project 2013
- substitute resources using the Team Planner view in Project 2013

## **Modeling Resource Costs**

- assign rate-based costs for resources in Project 2013
- assign costs per use for material and work resources in Project 2013
- assign fixed costs to tasks in Project 2013
- use resource rate tables in Project 2013
- add the Accrue At field to a resource view and select appropriate accrual options in Project 2013

## **Practice: Managing Resources**

- work with resources in Project 2013

# Tracking and Analyzing Projects Using Microsoft Project 2013

## DESCRIPTION

Effective project management relies on careful tracking and management of a project's progress as the project progresses. In this course, you will learn how to use Microsoft Project 2013 to create baselines, update actual progress, and compare progress against the baselines. You'll also learn how to resolve potential scheduling problems and display critical path information for a project. This course is one of a series in the SkillSoft learning path that covers the objectives for the Managing Projects with Microsoft Project 2013 certification exam (74-343).

ID

mo\_prbe\_a04\_dt\_enus

Expected Duration (Minutes)

63

Prerequisites

None

## TARGET AUDIENCE

End users at all levels, including those who have little or no familiarity with Microsoft Project 2013 and more experienced users who want to learn more about Project 2013 and master the skills required to sit the Managing Projects with Microsoft Project 2013 certification exam.

## OBJECTIVES

### Set and Maintain Project Baselines

- start the course
- create baselines for a project in Project 2013
- update an existing project baseline in Project 2013
- create and view multiple baselines for a project in Project 2013


### Update Project Progress

- update actual progress information in Project 2013
- update the status date, current date, actual start and actual finish in Project 2013
- use actual work and usage views to monitor actual progress in Project 2013
- reschedule uncompleted work and cancel unnecessary tasks in Project 2013

### Comparing Planned and Actual Progress

- track date, work, and cost variances by comparing actual progress against baselines in Project 2013
- identify potential task slippage using the Tracking Gantt view in Project 2013
- use different views to track variances in Project 2013

### Resolving Scheduling Problems

- 
- use the Task Inspector to identify and resolve scheduling problems in Project 2013
  - use the Task Path feature in Project 2013
  - identify and resolve resource overallocations in Project 2013

## **Displaying Critical Path Information**

- recognize the critical path in Project 2013
- view the critical path for a single project in Project 2013
- view the critical path for a master project in Project 2013
- view total slack for a project in Project 2013

## **Practice: Managing Projects**

- track and manage the progress of a project in Project 2013

# Communicating Project Information Using Microsoft Project 2013

## DESCRIPTION

Microsoft Project 2013 provides an extensive range of options for viewing and sharing project data. In this course, you will learn how to customize your view of a project, how to work with project data in other applications, and how to share and print project data. You'll also learn how to create custom project reports and dashboards, and about applications you can use to extend the built-in capabilities of Project 2013. This course is one of a series in the SkillSoft learning path that covers the objectives for the Managing Projects with Microsoft Project 2013 certification exam (74-343).

## TARGET AUDIENCE

End users at all levels, including those who have little or no familiarity with Microsoft Project 2013 and more experienced users who want to learn more about Project 2013 and master the skills required to sit the Managing Projects with Microsoft Project 2013 certification exam.

## OBJECTIVES

### Customizing Project Views

- start the course
- customize existing views so they show specific types of information in Project 2013
- use predefined and custom groups to group related project data in Project 2013
- filter tasks and resources using predefined and custom filters, as well as AutoFilters, in Project 2013
- sort project data within existing views in Project 2013
- highlight project data that meets criteria you specify in Project 2013
- create new custom tables and views in Project 2013
- use the Organizer to add a custom view to the Global template in Project 2013
- use the Organizer to share a custom view with another project in Project 2013, without adding the view to the Global template

### Working with Other Applications

- import project data from Excel and export project data to Excel using Project

ID

mo\_prbe\_a05\_dt\_enus

Expected Duration (Minutes)

108

Prerequisites

None

2013

- attach supporting documents and links to a project plan in Project 2013
- copy reports from Project 2013 to other Office Web Apps
- create visual reports of project data exported from Project 2013 in Excel and Visio
- export a timeline to an e-mail using Project 2013

## **Printing and Password Protection**

- customize print settings in Project 2013
- save a project in the PDF or XPS file format in Project 2013
- assign a password to protect a project file in Project 2013

## **Using Reports and Dashboards**

- report progress status in Project 2013
- report on project data for a date range you specify in Project 2013
- customize reports and dashboards in Project 2013
- work with cumulative fields in Project 2013
- copy a report for pasting into other documents in Project 2013

## **Using Project 2013 with SharePoint**

- use SharePoint to share Project 2013 plans
- share project plans through SharePoint (bi-directional sync of tasks, progress, and timeline elements) in Project 2013
- use SharePoint to collect team members' progress updates for a project in Project 2013

## **Extending Project 2013**

- use apps from the Office Store with Project 2013
- save project files to OneDrive from within Project 2013
- acquire templates from Office.com for using in Project 2013
- automate frequently performed series of actions in Project 2013 using Visual Basic for Applications (VBA)

## **Practice: Communicating Project Information**

- customize a view and export and share project information in Project 2013

# Taking Stock of Your Work/Life Balance

## DESCRIPTION

Do you fill your life with many activities and then find it's tricky getting a good balance between them? Getting the balance right can provide you with tremendous payback, but where does this balance lie? You want to feel fulfilled and in harmony with yourself and your world. You know finding a balance is good for you, and also impacts positively on your family, friends, and coworkers. This course highlights techniques you can use to analyze your current level of balance between work and life responsibilities. It covers ways to assess your current work/life balance and overcome internal and external obstacles to achieving balance. Only through properly understanding where you are, in relation to where you want to be, can you begin to construct a map that will take you to your objective of a balanced, fulfilled life.

## TARGET AUDIENCE

Individuals who wish to balance their work-life responsibilities

## OBJECTIVES

### Managing a Balancing Act

- recognize common symptoms of an out-of-balance life
- recognize the benefits of achieving a healthy work/life balance
- identify the elements to analyze when assessing your work/life balance
- identify elements of a technique to effectively balance the demands of work and your private life
- identify examples of internal and external obstacles
- identify the actions to take to overcome an external obstacle in a given scenario

ID

pd\_30\_a01\_bs\_enus

Expected Duration (Minutes)

22

Prerequisites

None



# Staying Balanced in a Shifting World

## DESCRIPTION

You have the knowledge to assess current work/life balance and overcome internal and external obstacles to achieving balance. You know where you are and where you want to be, but now what? How do you achieve and maintain that balance? How will it be affected by external factors and behaviors? This course will focus on techniques for maintaining work/life balance. It includes recognizing the behaviors of passiveness, aggressiveness, and assertiveness and how those affect a person's ability to find balance in life. Techniques that can be used to achieve and preserve balance are also discussed. Materials designed to support blended learning activities aligned with this course are available from the Resources Page.

## TARGET AUDIENCE

Individuals who wish to balance their work-life responsibilities

## OBJECTIVES

### It's Work to Maintain Balance

- identify the benefit of simplifying your life
- recognize actions you can take to simplify your life
- differentiate between examples of passive, aggressive, and assertive behaviors
- sequence examples of the steps to communicate assertively and set your limits
- recognize how to reframe a situation

ID

pd\_30\_a02\_bs\_enus

Expected Duration (Minutes)

15

Prerequisites

None

# Take a Deep Breath and Manage Your Stress

## DESCRIPTION

If you find you're constantly adding items to your neverending to-do list, feeling overwhelmed at work and at home, and finding your health and relationships negatively impacted, you are likely experiencing stress. Stress is produced by your own feelings and reactions to certain external events, rather than by the events themselves. This means that while you may not always be able to control the external events causing you stress, you can control your reactions to them and how you handle them. This course explains the physiological, behavioral, and psychological signs and symptoms of stress and where it can come from. The course outlines strategies for dealing with stress and avoiding burnout. It also covers ways to change your responses to stress and make them more positive and how to use relaxation techniques such as breathing and meditation to help you cope.

## TARGET AUDIENCE

Individuals who wish to balance their work-life responsibilities

## OBJECTIVES

### Getting a Handle on Stress

- recognize how stress can negatively impact on your health
- recognize key concepts about stress
- identify the main characteristics and symptoms of burnout
- recognize examples of actions and strategies to cope with stress and prevent full-blown burnout
- sequence examples of the steps of the ABC model used to control stress
- use the ABC model to manage your reaction to a stressful situation and challenge irrational thoughts

ID

pd\_30\_a03\_bs\_enus

Expected Duration (Minutes)

22

Prerequisites

None

# Organize Your Physical and Digital Workspace

## DESCRIPTION

Removing the mess from your workspace and getting organized can significantly improve many aspects of your work day, including your ability to concentrate, achieve targets, and become more efficient. This course will help you increase your productivity by showing you how to organize and maintain both your physical and digital workspace. You'll learn how creating a clutter-free workspace and effective filing can improve your productivity. But it's not just your physical workspace that needs decluttering; this course will show you how to manage digital files, which is just as important. And once you've gotten your workspace under control, you'll learn how to maintain it.

## TARGET AUDIENCE

Individuals wishing to improve their productivity in the workplace

## OBJECTIVES

### The Organization Toolkit

- recognize the rewards of an organized workspace
- recognize what a productive workspace looks like
- apply the process for creating a clutter-free workspace in a given scenario
- recognize appropriate examples of the principles of effective filing
- recognize techniques for managing digital files
- manage your e-mail in a given scenario
- recognize how to maintain a productive workspace

ID

pd\_32\_a01\_bs\_enus

Expected Duration (Minutes)

27

Prerequisites

None

# Avoid Procrastination by Getting Organized Instead

## DESCRIPTION

The last time you were faced with a list of tasks, which one did you do first? Was it the most difficult? Was it a random choice, or did you choose the easiest task first? The latter points toward procrastination – a habit that causes urgent and difficult tasks to pile up as you avoid them. Procrastinators typically focus on the reasons not to do something, rather than just doing it. Don't think about working more hours, think about working better hours. Use your time to get organized and avoid procrastination. In this course, you'll discover some tips to become more organized and combat time wasters. You'll learn about the causes of procrastination, and the ways to develop your self-discipline. You'll also learn how to set your priorities and know when to say yes to a new task and when to say no.

## TARGET AUDIENCE

Individuals wishing to improve their productivity in the workplace

## OBJECTIVES

### Organize to Overcome Procrastination

- recognize the benefits of overcoming procrastination
- recognize the causes of workplace procrastination
- recognize ways to develop discipline in a given scenario
- match the actions to take to combat time wasters
- recognize how to set priorities and keep focused
- identify ways to say “no” and avoid overcommitment

ID

pd\_32\_a02\_bs\_enus

Expected Duration (Minutes)

22

Prerequisites

None

# Maximize Your Productivity by Managing Time and Tasks

## DESCRIPTION

The amount of time available to you is constant – you can't buy more and you can't save it for later. What you can do is increase your productivity – the value you produce in the time you have. And the better you understand your own personal productivity, the easier it will be to manage your time effectively. In this course, you'll learn about managing tasks in a way that maximizes your productivity. You'll discover the benefits of setting goals and how productivity is tied to your ability to assess time and set priorities. You'll learn about the process of "chunking" your time and the principles of efficient scheduling. You'll also learn about the different types of to-do lists and how to use them effectively.

## TARGET AUDIENCE

Individuals wishing to improve their productivity in the workplace

## OBJECTIVES

### Managing Time and Tasks

- sequence the steps for assessing the time and value of your tasks
- match the types of tasks that belong in four priority categories
- recognize how to chunk your time
- recognize the basic principles of scheduling
- recognize what an effective to-do list looks like
- analyze the use of a to-do list in a given scenario

ID

pd\_32\_a03\_bs\_enus

Expected Duration (Minutes)

21

Prerequisites

None

# Achieve Productivity in Your Personal Life

## DESCRIPTION

A busy personal life has a direct correlation to your productivity level at your job. Get control of your tasks at home and that will help your productivity level at work, making you better able to stick to schedules and meet deadlines by reducing the stress and distractions that come from trying to juggle home and work at the same time. In this course, you'll explore some tips for getting yourself and your family out the door in the morning, as well as managing areas of your life such as personal appointments, personal organization, parental responsibilities, and your personal health and well-being.

## TARGET AUDIENCE

Individuals wishing to improve their productivity in the workplace

## OBJECTIVES

### Organizing Your Personal Life

- identify tips to help you to get yourself and your family out the door on time
- select tips that help you manage time when you're on the go
- identify tips that aid you in organizing personal and household tasks
- choose actions that help you to organize your parental responsibilities
- identify actions that help you maintain your health and well-being

ID

pd\_32\_a04\_bs\_enus

Expected Duration (Minutes)

19

Prerequisites

None

# Reaching Goals Using Perseverance and Resilience

## DESCRIPTION

You will have a hard time persevering without incorporating the benefits of trust and resilience into your efforts. Trusting yourself, trusting others, and having others trust you helps you build confidence, stay open-minded, and remove obstacles. Being resilient and able to get back up when you are knocked down helps you take the next step, continue on the planned course, and do so without harm to yourself or others. In this course, you will learn about earning trust and assessing your circle of trusted people, as well as developing resilience, and what to do to regain trust and rebuild resilience.

## TARGET AUDIENCE

Individuals wanting to develop their ability to persevere through setbacks, challenges, or obstacles in their work

## OBJECTIVES

### Reach Goals With Perseverance and Resilience

- recognize tasks and activities that require perseverance
- identify the actions that help you factor perseverance into your goals
- determine whether you should keep persevering at a goal
- adjust your perseverance efforts when the situation calls for it
- recognize strategies to help stay the course in the face of common obstacles
- use strategies to deal with people who obstruct your efforts to persevere
- use strategies to stay motivated by taking a break from perseverance
- recognize when to stop persevering toward a goal

ID

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Expected Duration (Minutes)

27

Prerequisites

None

# The Building Blocks of Building Trust

## DESCRIPTION

Can I trust you? This is what others may ask, often silently, when they work and engage with you. It's also what you ask about another person as well. If you want people to trust you, a firm handshake and good eye contact is not enough. You have to build trust like a mason builds a wall – one stone at a time. It rarely comes ready-made. But when you've taken the effort to build it and it is solid, you want to maintain it for a long time. Trust is a core ingredient in most every positive relationship. Without trust, the mason's wall takes on a whole new analogy – a barrier with no gate for entry. In this course, you'll explore what makes you and others trustworthy, how to demonstrate trustworthiness, and the importance of extending trust to receive trust.

## TARGET AUDIENCE

Anyone who wants to develop or refine their skills for developing and sustaining trusting relationships.

## OBJECTIVES

### The Building Blocks of Building Trust

- recognize trustworthy people based on their behaviors
- recognize opportunities to demonstrate trustworthiness at work
- identify readiness factors to build trust with others
- connect with others in a way that promotes trust building
- recognize listening skills to seek to understand others
- demonstrate ways to maintain trust while collaborating
- recognize the steps for confronting broken trust with communication
- recognize strategies for rebuilding trust

ID

pe\_04\_a01\_bs\_enus

Expected Duration (Minutes)

29

Prerequisites

None



# Becoming an Accountable Professional

## DESCRIPTION

Most employees in business organizations must answer to someone else. From the top of the organization chart to the bottom, nearly every manager and employee must look to a supervisor, a director, or even a customer to establish priorities, assign tasks, set deadlines, and evaluate results. Whoever gives this direction is called the boss. On one level, the boss decides how employees will perform their jobs. How well an employee meets requirements set by the boss determines whether that employee succeeds or fails, receives rewards or penalties, and earns praise or criticism. On another level however, the judgment of an external boss isn't enough to make a job personally fulfilling and rewarding. That's something all employees of an organization decide for themselves. Everyone who works must also answer to an inner boss, a personal, internal voice that provides guidance on whether a job is worth doing and whether it is done well. Accepting personal accountability for your work means your inner boss sets demanding standards and that you're willing to commit to meeting those standards and answer for the results of your work. 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.

## TARGET AUDIENCE

Members of business organizations who want to increase their effectiveness at work while exercising more control over their own day-to-day activities and improving their ability to meet long-term personal career goals.

## OBJECTIVES

### Becoming an Accountable Professional

- recognize the intrinsic rewards of being an accountable professional
- distinguish traits of accountable people
- identify examples of people taking on responsibility
- recognize the behaviors of unaccountable people
- describe how to build accountability within a team
- identify actions that encourage accountability in others
- establish clear expectations to promote accountability
- maintain accountability and professionalism at work

ID

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Expected Duration (Minutes)

30

Prerequisites

None

# Becoming Your Own Best Boss

## DESCRIPTION

Have you ever thought that you could be the best boss you've ever had? By developing attitudes and skills that empower you, you can manage from within and become your own best boss. Self-empowerment is the process of taking responsibility for your attitudes, behaviors, and actions at work to maximize your effectiveness. As an empowered employee, you will be driven by ownership, initiative, and performance. This course focuses on attitudes and behaviors that promote self-empowerment. It provides strategies for empowering yourself through self-coaching, approaches for developing an entrepreneurial mind-set, and an opportunity to apply a model for self-empowerment to enhance your performance. Applying these approaches will help you become a self-empowered contributor in your organization.

ID

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Expected Duration (Minutes)

29

Prerequisites

None

## TARGET AUDIENCE

Members of business organizations who want to increase their effectiveness at work while exercising more control over their own day-to-day activities and improving their ability to meet long-term personal career goals

## OBJECTIVES

### Becoming Your Own Best Boss

- recognize negative self-talk
- replace self-defeating talk with the language of self-coaching
- choose statements that reflect an attitude of job ownership
- recognize actions that demonstrate initiative
- sequence the steps in the self-empowerment model
- choose examples of proper use of the self-empowerment model
- identify professional strengths and areas for development
- recognize relevant choices for professional development
- demonstrate initiative and self-empowerment at work

# Becoming More Professional through Business Etiquette

## DESCRIPTION

Your reputation often precedes you in any work environment. It can define your credibility, impact your career opportunities, and shape your relationships with your colleagues. In this course, you'll learn the basics of how to act professionally and practice proper business etiquette. You'll learn how to project a professional image, both in your appearance and in your workspace décor. Finally, you'll learn how to ensure your personal activities, including your social media presence, don't negatively impact your work reputation.

## TARGET AUDIENCE

Members of business organizations who want to increase their effectiveness at work while exercising more control over their own day-to-day activities and improving their ability to meet long-term personal career goals.

## OBJECTIVES

### Developing Your Business Etiquette

- identify the key characteristics of business etiquette
- recall the importance of dressing professionally
- recognize examples of appropriate workspace presentation
- recognize how to conduct yourself professionally beyond the office

ID

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Expected Duration (Minutes)

17

Prerequisites

None

# Developing a Personal Accountability Framework

## DESCRIPTION

Taking responsibility for meeting your objectives, including deadlines and work targets, is an important component of good business etiquette and demonstrates your attitude of professionalism. While it can be difficult at times, being accountable for delivering on your objectives shows you are reliable, organized, and dedicated to your work. In this course, you'll learn about the importance of personal accountability. You'll also learn strategies for developing a personal accountability framework by setting goals, developing an action plan, managing priorities, and staying focused and energized.

## TARGET AUDIENCE

Members of business organizations who want to increase their effectiveness at work while exercising more control over their own day-to-day activities and improving their ability to meet long-term personal career goals.

## OBJECTIVES

### Professionalism and Accountability

- recognize an appropriate accountability goal for a given set of priorities, objectives, and passions
- recognize examples of SMART goals
- sequence the steps in creating an action plan
- match different types of activities to their time and energy requirements
- identify methods of staying focused
- match energy types to the activities that help recharge them

ID

pe\_05\_a04\_bs\_enus

Expected Duration (Minutes)

24

Prerequisites

None

# React and Flux: An Overview

## DESCRIPTION

React is a powerful library of UI tools designed and maintained by Facebook, and in use in many large-scale web applications. This course will guide you through the initial setup of a developer environment and introduce the strengths of the platform.

## TARGET AUDIENCE

Web application developers looking to use React for application development and Flux for unidirectional data flow

## OBJECTIVES

### Overview

- start the course
- describe innovations in React and Flux and what advantages they bring over web development stacks
- describe features of React and Flux and a reason to use the given technology stack
- describe Node.js and how it fits with web development
- describe Browserify and how it fits with web development
- describe React and how it fits with web development
- describe React Router and how it fits with web development
- describe Flux and how it fits with web development
- describe Gulp and how it fits with web development

### Setting Up

- install Node.js on a developer machine
- install Gulp on a developer machine
- configure Gulp on a developer machine
- configure Browserify on a developer machine
- install Bootstrap on a developer machine
- configure ESLint on a developer machine
- install React on a developer machine
- install React Router on a developer machine
- install React DOM on a developer machine
- install Flux on a developer machine

### React Concepts

- describe React fits into an MVC framework
- describe issues with two-way binding and how they are avoided in Flux with

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Expected Duration (Minutes)

88

Prerequisites

None



unidirectional binding

- describe JSX extension to JavaScript
- contrast JSX with the equivalent JavaScript
- use various JavaScript editors for JSX
- describe the use of virtual DOM in React

## **Practice: Setting up**

- install tools required on a developer machine to build apps with React and Flux

# React and Flux: Creating Simple React Components

## DESCRIPTION

React components are the core functionality of a React application. Components have life cycle functions to hook in code; support dynamic updating; and can be composed by using controller views. This course covers basic configuration of React components and routing between them without React Router.

## TARGET AUDIENCE

Web application developers looking to use React for application development and Flux for unidirectional data flow

## OBJECTIVES

### Creating React Components

- start the course
- create a React component
- configure simple routing between components in React without React Router
- create a header for navigation
- describe some considerations and conventions when naming React components

### React Life Cycle

- describe immutable props and mutable state in React components
- use React component life cycle functions
- add a key to dynamic child React components
- create an API for server calls from React
- create a component with dynamic data
- use the `getInitialState` life cycle function to set initial state on a dynamic data component
- use the `componentWillMount` life cycle function to update a dynamic data component

### React Composition

- compose components in React
- create a controller view in React
- configure prop validation on React components
- understand mixins for a React component

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Expected Duration (Minutes)

74

Prerequisites

None



## Practice: Component Composition

- create a composite React component and wire up life cycle functions



# React and Flux: React Router and Forms

## DESCRIPTION

Although React has no opinion about how routes are handled, and you can manually wire up routes in a React app. A much more coherent, configurable, and manageable approach is to use React Router, which was specifically designed for the task. Creating forms with validation and logic attached is a perennial challenge for web app developers. This course covers basic routing with React Router, and techniques for building reusable forms and form components.

## TARGET AUDIENCE

Web application developers looking to use React for application development and Flux for unidirectional data flow

## OBJECTIVES

### React Router

- start the course
- configure routes in React Router
- configure a RouteHandler in React Router
- use params and querystrings for a component in React Router
- use the JSX link tag with React Router to reference routes
- configure a page for not found 404 errors in React Router
- configure redirects in React Router
- configure transitions between components and pages using the willTransitionTo and willTransitionFrom functions in React Router
- configure hash location and history location routing with React Router
- configure the built-in Router.Navigation mixin with React Router

### React Forms

- configure a basic form in React
- build a controller view for a form page in React
- build controlled form components in React
- create a reusable text input component
- consume a reusable text input component
- configure buttons in a React form
- configure redirects programmatically in React
- use the toastr library to configure simple toast notifications in a React application

ID


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Expected Duration (Minutes)

116

Prerequisites

None

- 
- configure form validation in React
  - configure PropTypes on components to enforce passed data types
  - use transitions in a form to prevent form data loss when moving away from a form page
  - configure form hydration using a URL in React

### **Practice: Forms and Routes**

- create a form and routes in React and React Router

# React and Flux: Working with Flux

## DESCRIPTION

Flux is a pattern of unidirectional data flow designed to handle data flows throughout an application. There are numerous implementations of Flux, all subtly different. This course covers the use of Facebook's Flux pattern within a web application developed in React.

## TARGET AUDIENCE

Web application developers looking to use React for application development and Flux for unidirectional data flow

## OBJECTIVES

### A Flux Overview

- start the course
- describe Flux and how it fits with React
- describe the core Flux concepts
- configure a basic Flux action
- configure a Flux dispatcher
- create a Flux store
- configure a controller view in a Flux application
- describe the flow of events in Flux
- use the five functions in Facebook's Flux API

### Working with Flux

- configure Flux change listeners
- register a Flux store with the dispatcher
- configure private storage for a Flux store
- configure Flux store interactions via actions
- create an initialize action to initialize a Flux store
- update data using Flux
- add a Flux store listener
- delete data via Flux

### Practice: Flux

- configure a Flux Action, Dispatcher, and Store

ID

sd\_apdr\_a04\_it\_enus

Expected Duration (Minutes)

92

Prerequisites

None

# Introduction to Virtual Reality

## DESCRIPTION

Virtual reality is a fairly broad set of technologies ultimately designed to trick the senses. In this course, you will learn about the types of VR, the equipment used, and how that relates to the immersiveness of the VR environment.

## TARGET AUDIENCE

Anyone interested in virtual reality or creating a virtual reality application

## OBJECTIVES

### What Is Virtual Reality?

- start the course
- describe virtual reality, the importance of virtual reality, and the future of virtual reality
- define the types of virtual reality and when they could be used
- describe the beginning of virtual reality and how it has reached the point it is at today
- identify where virtual reality is already being used or could be used in the near future
- define the levels of immersion and how it affects a user in virtual reality

### VR Hardware

- describe the types of virtual reality hardware and their capabilities or limits
- compare some of the features and capabilities of current virtual reality headgear

### Developing VR Applications

- describe the tools and environments that exist for developing virtual reality games and applications
- distinguish and describe the differences between programming virtual reality games and applications with C++ vs. C#
- identify the hardware and software requirements for developing virtual reality applications with Unity

### Practice: Development for VR

- describe VR, the types of VR, and the available development tools

ID

sd\_exvr\_a01\_it\_enus

Expected Duration (Minutes)

42

Prerequisites

None

# Manipulating the VR Environment

## DESCRIPTION

Virtual reality environments are designed to immerse the user; however, our senses can react negatively if the environment is not handled carefully. In this course, you will learn how to handle and prevent VR sickness and motion issues.

ID

sd\_exvr\_a02\_it\_enus

Expected Duration (Minutes)

40

Prerequisites

None

## TARGET AUDIENCE

Anyone interested in virtual reality

## OBJECTIVES

### VR Sickness

- start the course
- describe the symptoms of virtual reality sickness and the contributing factors
- specify how virtual reality environments can cause nausea and other discomforts for users
- prevent nausea and give the user a comfortable virtual environment experience
- interact with a user's sense of motion and recognize how it affects virtual reality experiences

### Manipulating the Environment

- describe how gaze is used and how it affects a VR environment
- define what a reticle is and how it can be used to help a user within a virtual reality environment
- work with the render scale to find a balance between sharpness and performance

### Physical Interactions

- use head rotation and position tracking in a virtual reality environment
- use a touchpad, keyboard, control stick, or headgear buttons to allow users to manipulate a virtual reality environment

### Practice: Environment Manipulation in VR

- describe how manipulating a virtual reality environment can affect a user

# Creating a Virtual Reality App with Unity

## DESCRIPTION

Unity provides an IDE for creating virtual reality apps. In this course, you will learn how to set up the environment and view the key scripts and components necessary for building a VR app.

## TARGET AUDIENCE

Anyone interested in virtual reality

## OBJECTIVES

### Unity VR Project

- start the course
- download and install Unity3d and associated components
- set up and configure a virtual reality project within Unity

### Unity VR Scripts

- import and install sample files into a Unity VR project
- describe and use the VREyeRaycaster script to determine what the eye may be looking at
- use the VRInput class to determine if the user has provided any input
- attach the VRInteractableItem component to GameObjects
- use a custom script to subscribe to and respond to VRInteractableItem events

### Interacting with the Environment

- render a reticle on objects as a user's gaze changes within the environment
- use Selection Radials to get confirmation an action should take place
- use Selection Sliders to fill in bars to get confirmation a user wants an action to take place
- use colliders and Rigidbody to implement realistic movement in an app
- use LoadSceneAsync to prevent lag or jitters when loading data in a virtual reality environment

### Practice: Virtual Reality in Unity

- use the built-in Unity VR capabilities to build a virtual reality app

ID

sd\_exvr\_a03\_it\_enus

Expected Duration (Minutes)

62

Prerequisites

None

# User Interfaces in Virtual Reality

## DESCRIPTION

Virtual Reality focuses mostly on the environment; however, the user usually needs to see status or localized information within an app. In this course you will learn about the different ways this information can be presented to a user.

ID

sd\_exvr\_a04\_it\_enus

Expected Duration (Minutes)

45

Prerequisites

None

## TARGET AUDIENCE

Anyone interested in Virtual Reality

## OBJECTIVES

### User Interfaces

- start the course
- describe the limitations of UI interfaces in VR and the possible solutions
- use antialiasing and adjust the sharpness of text
- render 3D text within a VR environment

### Types of User Interfaces

- create and use a non-diegetic UI to display data to a user
- create and use a spatial UI to display data to a user
- create and use a Diegetic UI to display data to a user
- set up a blink transition that can be used in favor or player movement

### Menus in Unity VR Apps

- create a menu that can come into focus as the user targets a object or placeholder
- use the different types of User Interfaces to create a curved 3D menu for a VR app

### Practice: Menus in VR

- Describe the ways in which menus can be used effectively in a VR environment

# Optimizing for Unity VR

## DESCRIPTION

Virtual Reality has to balance the visual quality against performance since there are usually physical performance limitations in any VR gear. In this course you will learn about methods to improve performance and optimize a VR app.

ID

sd\_exvr\_a05\_it\_enus

Expected Duration (Minutes)

40

Prerequisites

None

## TARGET AUDIENCE

Developers or app designers who are developing a Virtual Reality app using Unity

## OBJECTIVES

### Profiling and Optimization

- start the course
- describe why optimization is fundamental for a user to have a good VR experience
- use the Unity profiler to find areas that need optimization
- use the Unity Frame Debugger to investigate rendering issues and find objects that don't need to be rendered

### Techniques for Optimizing

- optimize the drawing of objects by removing faces of any object that will not be seen
- find objects that are being overdrawn and remove them to reduce wasting GPU time
- use occlusion culling to prevent rendering of objects that are not visible
- use Draw Call batching to batch draw calls to improve performance

### Visual Optimization

- eliminate or reduce the lighting requirements to increase performance
- use shaders only where appropriate to increase performance
- use the built-in Quality Settings to balance the visual quality versus performance of the app
- adjust the Level of Detail (LOD) setting to reduce the number of rendered triangles as objects get farther away

### Practice: Optimization for Unity VR

- describe why optimization is required for VR apps and describe some of the techniques that can be used



# Android Cardboard and Unity VR

## DESCRIPTION

Virtual reality has been known to be fairly expensive; however, Google has created Cardboard. It is a VR headgear device made from cardboard and uses an Android phone. In this course, you'll learn how to create VR apps for this platform.

## TARGET AUDIENCE

Developers or app designers who are developing a Cardboard Virtual Reality app using Unity

## OBJECTIVES

### Development Environment

- start the course
- download the Google VR SDK that can be used to create an Android VR app using Unity
- configure a Unity scene to be able to develop VR apps using Google VR

### Building an Environment

- configure a Unity scene to enable Google VR gaze detection
- set up a game object that can respond to Google VR gaze-based interaction
- implement a UI menu in VR that responds to Google VR gaze events
- configure a UI menu to toggle its display on an off in response to user events
- set up a UI menu that moves and rotates relative to current user gaze

### Deployment

- deploy a Google VR app on an Android device
- deploy a Google VR app on an iOS device

### Practice: Cardboard for Unity

- create a simple Cardboard VR app using Unity

ID

sd\_exvr\_a06\_it\_enus

Expected Duration (Minutes)

38

Prerequisites

None

# Using GoogleVR and Unreal

## DESCRIPTION

There are many environments available to create Virtual Reality apps. In this course you will learn about the GoogleVR platform and the Unreal Engine and how they can be used to create virtual reality apps.

ID

sd\_exvr\_a07\_it\_enus

Expected Duration (Minutes)

45

Prerequisites

None

## TARGET AUDIENCE

Developers or app designers who are developing a virtual reality app using GoogleVR and/or the Unreal Engine

## OBJECTIVES

### Steam and Unreal

- start the course
- describe how to install Unreal Engine on a development machine
- configure Unreal Engine for developing Android apps
- create a new Blueprint-based project in Unreal Engine

### Building a VR App

- modify Unreal Engine project settings to facilitate GoogleVR development
- create a pawn that represents a user's VR viewpoint
- modify a Blueprint to add a line trace for gaze-based interaction
- implement gaze-based interaction by hit testing based on a line trace
- use Unreal tools to debug a line trace

### Deployment

- configure Unreal Engine settings to be able to build a VR project for Android
- deploy a GoogleVR app from Unreal to a connected Android device

### Practice: Unreal and SteamVR

- create a Steam and Unreal VR app

# Java EE 7 Front End Web Application Development: Getting Started

ID

sd\_jeef\_a01\_it\_enus

## DESCRIPTION

It's important to understand the architecture of a Java EE application and its development process. This course covers these areas and highlights the technologies involved in developing Java EE 7 front-end web applications. It also looks at standard Java technologies such as JavaBeans and annotations that can be incorporated into Java EE applications.

Expected Duration (Minutes)

121

Prerequisites

None

## TARGET AUDIENCE

Java developers who want to learn how to use Java EE 7 components to build front-end enterprise web applications.

## OBJECTIVES

### Introducing Java EE

- start the course
- introduce Java EE technology group and outline the requirements of enterprise applications
- describe enterprise application infrastructure technologies with separation of logic from services, and describe Java EE profiles
- define Java EE technology specifications and how to access them and describe how they define APIs and also in some cases services
- describe the Java EE requirement for a tiered architecture, the N-tiered model, and Java EE tiered architecture
- step through and describe a sample Java EE application

### Development Tools and Servers

- describe the role of Java EE servers and the available implementations
- describe the considerations for selecting a Java EE server and describe the benefits of the Glassfish server
- describe the role of an IDE and list some of the IDEs that support Java EE development

### Development Process

- describe the Java EE development process and the steps involved
- describe Java EE containers and components

- describe Java EE component state, properties, encapsulation, and proxies

## Packaging Java EE Applications

- describe the role of and different types of Java EE archive files including WAR and EAR files, and list the web components in a WAR file
- describe the use of deployment descriptor files in Java EE applications and list some vendor-specific deployment descriptors
- install the GlassFish server from the NetBeans IDE
- write a simple test application in NetBeans and deploy it to GlassFish

## JavaBeans

- describe JavaBeans and how they can be used in Java EE applications
- describe the considerations for creating and working with JavaBeans

## Logging

- describe Java logging and logging frameworks
- describe how to use the `java.util.logging.Logger` class in Java EE applications
- describe logging handlers in Java EE applications
- referencing the GlassFish log service, describe how logging is configured and logs viewed for Java EE applications
- create a `Logger` instance and add it to a Java EE application

## Annotations and Method-Chaining

- describe and contrast the use of annotations with deployment descriptors in Java EE applications
- describe the different types of annotations and how they are currently used in Java EE 7
- describe annotation elements, placement, and retention in Java EE applications
- describe method chaining and how it is used by JAX-RS

## Practice: Work with Loggers

- practice creating and working with loggers in a Java EE application

# Java EE 7 Front End Web Application Development: Web Components

ID

sd\_jeef\_a02\_it\_enus

## DESCRIPTION

Servlets, JSP (Java Server Pages) and JSF (JavaServer Faces) facelets are key components of Java web applications. In this course, you'll begin by learning about the standards and architecture of web applications. You'll then be introduced to the distinguishing features of Java web technologies and how these technologies are incorporated into enterprise applications. The course will also introduce the Java API for RESTful web services, known as JAX-RS, and you'll learn how to configure a Java web application. The course will then cover servlets and JSPs in more detail and you will be provided with demonstrations and practice in using these components to build a web application.

Expected Duration (Minutes)

188

Prerequisites

None

## TARGET AUDIENCE

Java developers who want to learn how to use Java EE 7 components to build front-end enterprise web applications

## OBJECTIVES

### The Web Component Model

- start the course
- describe the reasons for web applications, and the standards associated with Java web applications
- give an overview of the components of server-side and client-side Java web applications
- describe how MVC can be used in Java web applications and describe the Java MVC architecture
- describe how the HTTP request-response model is used in Java EE applications

### Web Components

- describe and contrast Java EE web components: servlets, JSP components, and JSF facelets
- compare servlets and JSPs, and describe code for both components
- describe code for a JSF facelet and describe how to use the JSP expression language in JSP and facelet pages
- describe the code for a JAX-RS resource and a consuming web client

- describe web context root and alias mapping, data scope, page design, and tools in the context of Java web applications
- build a Java web application using a servlet, JSP, and a JAX-RS web service
- Build a Java web application using a servlet
- Creating a JAX-RS web service
- inspect a web page with developer tools

## Developing Servlets

- describe the Servlet API and an example of a basic servlet
- describe how to configure servlets with annotations and deployment descriptors
- set response headers and create the response body for a servlet in a Java EE application
- describe how to implement server-side processing in servlets to receive POST requests containing one or more files
- describe how servlet sessions are managed
- create a servlet controller class for a Java EE application
- create a servlet to upload files to a Java EE application

## Using JavaServer Pages

- describe JavaServer Pages and contrast them with servlets
- compare use of JSPs to servlets for presentation in a Java web application
- describe how to work with JSP in a Java Web application
- describe JSP technology directives
- describe how to use JSP declarations, expressions, and scriptlets
- describe the available scopes for JavaServer Pages and how to access and work with scoped elements
- describe how to use the JSP taglib directive to extend tags that JSP can interpret and how to use Expression Language (EL) in JSP
- create a JSP for the main page of a Java web application, modify upload view pages, add a view page to display individual images, and add a settings view page to filter the items displayed on the main page
- Modify the upload view pages, and add a view page to display individual images
- Add a settings view page to filter the items displayed on the main page

## Practice: Servlets and JSPs

- practice configuring servlets and JSPs in a Java web application

# Java EE 7 Front End Web Application Development: Web Services

ID

sd\_jeef\_a03\_it\_enus

## DESCRIPTION

JAX-RS is the Java API for RESTful web services. This course will introduce web services and their role in web applications. It will then cover how to configure, use, and manage JAX-RS resources in Java web applications. It will also cover how to create Java RESTful clients and you'll learn about alternative RESTful clients. The course will provide demonstrations and practice in configuring a Media Manager application to use RESTful service and client to manage and access media files.

Expected Duration (Minutes)

107

Prerequisites

None

## TARGET AUDIENCE

Java developers who want to learn how to use Java EE 7 components to build front-end enterprise web applications

## OBJECTIVES

### JAX-RS Web Services

- start the course
- describe the role of web services in web applications
- describe resources and their design in web applications
- describe the HTTP methods and status codes that can be used with REST applications
- describe REST resource collections
- describe a root resource and how to call it in a Java web application
- describe how REST resource methods can be annotated
- describe entity types supported by JAX-RS, Content-Type headers, and how RESTful content is consumed
- describe the parameter types and subresource methods supported by REST resources in Java web applications
- describe application subclasses for RESTful applications and describe the code for a sample application subclass
- describe how to control the response value returned from an HTTP method in a RESTful application
- describe how web service errors can be reported with JAX-RS, how WebException runtime error can be thrown, and how JAX-RS supports the use of Bean Validation

## Creating Java RESTful Web Services

- create a RESTful service to retrieve a collection of images and videos
- create a RESTful service to retrieve and delete an individual media file
- create a RESTful service to add an individual media file to a collection

## Java RESTful Clients

- describe how to create a Java web client using method chaining, a web target, and invocation builder
- describe how to use the Invocation.Builder synchronous HTTP methods to obtain the response entity and send the request entity
- describe the subclasses of WebException that can be thrown when a response is not obtained by a RESTful client
- describe alternative RESTful clients
- create a Java RESTful client to list a collection of files
- create a Java RESTful client to retrieve and delete individual files
- create a Java RESTful client to add a file to a collection
- configure a RESTful client to invoke a servlet to upload files

## Practice: RESTful Services and Clients

- practice configuring RESTful services and clients for a Java web application



# Java EE 7 Front End Web Application Development: Communication and Security

ID

sd\_jeef\_a04\_it\_enus

## DESCRIPTION

HTML5 and JavaScript client-side applications can be used to access Java enterprise services. This course begins by covering the main features of JavaScript and how to use them. It also covers how to manipulate DOM elements with JavaScript and how to work with JSON. You'll also learn how to use AJAX (Asynchronous JavaScript and XML) to create HTTP requests. WebSockets enable two-way communication between clients and servers. This course will cover how to implement the Java API for WebSocket to create client and server endpoints. It will also cover Java support for JSON and JAX-RS support for JSON-P. The course will conclude with a discussion of the implementation of a Java web security policy; a look at container-managed security; and information about using both the Security API and declarative security in Java web applications.

Expected Duration (Minutes)

137

Prerequisites

None

## TARGET AUDIENCE

Java developers who want to learn how to use Java EE 7 components to build front-end enterprise web applications

## OBJECTIVES

### HTML5 Applications with JavaScript

- start the course
- contrast JavaScript with Java and show how to run, debug, and test JavaScript code
- describe JavaScript data types and describe how to declare and work with variables
- describe how to create and call a JavaScript function and describe function and global scope
- describe how to create and work with JavaScript objects
- describe how to create and work with arrays in JavaScript
- describe how to work with the DOM (Document Object Model) using JavaScript
- describe JSON (JavaScript Object Notation)
- describe AJAX (Asynchronous JavaScript and XML)
- develop a single page Java web application
- call RESTful services from JavaScript in a Java web application



## WebSockets and the Java API

- introduce WebSockets and the Java API for WebSocket and describe how the components of the Java API for WebSocket are used
- describe Java's support for JSON
- describe JAX-RS's support for JSON-P
- develop a WebSocket Endpoint and client in a Java web application
- use the JSON-P API to generate JSON in a Java web application

## Implementing a Web Security Policy

- describe container-managed security in the Java EE platform
- describe how user roles are used in the Java EE security model
- describe common security annotations for the Java EE platform
- describe how to use the Security API in Java EE applications
- use declarative security in a Java EE application

## Practice: WebSockets and Security

- practice creating a websocket endpoint and client and using declarative security in a Java web application

# Java EE 7 Front End Web Application Development: Business Logic and Persistence

ID

sd\_jeef\_a05\_it\_enus

## DESCRIPTION

A Java application contains presentation business logic and services layers. Business logic can be implemented using POJOS (plain old Java objects) or EJBs (enterprise java beans). EJB-Lite is a subset of the EJB specification. This course will contrast these three technologies and explore the features and use of session beans in EJB. Most business applications need to persist data. In this course, you will be introduced to the Java Persistence API, a lightweight framework that leverages Plain Old Java Objects (POJOs) for persisting Java objects that represent relational data. The course will cover JPA entities and entity mapping, the role of the Entity Manager, and using JPA queries. The course will include demonstration and practice in configuring data persistence in Java EE applications.

Expected Duration (Minutes)

121

Prerequisites

None

## TARGET AUDIENCE

Java developers who want to learn how to use Java EE 7 components to build front-end enterprise web applications

## OBJECTIVES

### POJO and EJB-Lite Component Models

- Start the course
- describe the layers that comprise a Java EE application
- define and contrast Java POJOs, EJBs, and EJB-Lite
- describe the Java EJB API
- compare stateful, stateless, and singleton session beans in Java EE applications
- describe the steps in creating a session bean
- describe stateful and stateless session bean life cycles
- describe timer-based and asynchronous method invocation for session beans and describe the use of SessionContext
- describe the use of JNDI names for EJB components
- invoke a session bean from a servlet to download media items as thumbnails in a Java EE application
- use a singleton session bean to cache data in a Java EE application

### Java Persistence API

- describe at a high level the Java Persistence API and object-relational mapping it entails
- describe JPA entities and describe how to create an entity class
- describe entity mapping and the role of a primary key in mapping and describe how to change default mapping
- describe the use of temporal types and transient fields in JPA entities
- describe the data types for fields and properties and contrast persistent fields and properties
- describe persistence units, the use of the persistence.xml file, and persistence contexts in Java EE applications
- describe the role of the Entity Manager with an example of its use in a Java EE application, and describe the entity instance life cycle and Entity Manager methods
- describe JPA queries
- create and configure a Java Derby database
- create a JPA entity from a POJO
- create and configure a persistence unit in a Java EE application
- use the functionality of the Java Persistence API in a Java EE application
- create dynamic JPQL queries in a Java EE application

## **Practice: Data Persistence**

- practice configuring data persistence for a Java EE application

# Java EE 7 Front End Web Application Development: Transaction Support

ID

sd\_jeef\_a06\_it\_enus

## DESCRIPTION

Atomicity, isolation, and flat threading are some of the transaction features that must be incorporated in applications compliant with the Java EE platform. This course covers transaction semantics and models for Java EE applications. It contrasts a programmatic and declarative implementation of transaction support and covers using JTA to scope transactions programmatically and implementing a container-managed transaction policy. In this course, you will learn about implementing entity synchronization in transactions, handling exceptions, and using transactions to update and persist data. You'll learn how to implement a versioning policy for entities and how to control optimistic locking in a Java transactional application. The course also provides practice in creating transactional Java EE applications.

Expected Duration (Minutes)

54

Prerequisites

None

## TARGET AUDIENCE

Java developers who want to learn how to use Java EE 7 components to build front-end enterprise web applications

## OBJECTIVES

### Implementing a Transaction Policy

- start the course
- describe transaction concepts important for the Java EE platform and describe transaction models
- compare programmatic and declarative transactions in the context of Java EE applications
- describe how to use JTA to scope transactions programmatically
- describe how to implement a declarative or container-managed transaction (CMT) policy
- describe how to implement entity synchronization in transactions
- describe how to handle exceptions in programmatic and declarative transaction scoping and how to unravel EJBExceptions
- use transactions to update and persist data in a Java EE application
- implement a versioning policy for entities in a transactional Java EE application
- use the Java Persistence API versioning features to control optimistic locking in a transactional Java EE application



## Practice: Work with Transactions

- practice configuring transactional Java EE applications

# Java EE 7 Front End Web Application Development: Presentation with JSF

ID

sd\_jeef\_a07\_it\_enus

## DESCRIPTION

JavaServer Faces is a technology for presentations in a Java application. This course explores the features of JSFs, looking at JSF application elements, and the use of JSF pages and forms. It contrasts JSF tags with JSP tags and introduces JSF tag libraries. It also describes how managed beans – JavaBeans objects that encapsulate the application data properties and actions – are managed by the JSF runtime environment. In this course, you will learn how to extend the lifetime of a managed bean and how to reference managed beans using the unified Expression Language (EL). The course will also demonstrate a sample JSF application and page navigation using JSF, and will provide practice in using JSF in Java web applications.

Expected Duration (Minutes)

60

Prerequisites

None

## TARGET AUDIENCE

Java developers who want to learn how to use Java EE 7 components to build front-end enterprise web applications

## OBJECTIVES

### Developing Presentations with JSF

- start the course
- introduce the features of JSF including the new features in JSF 2.0
- describe JSF application elements and the use of JSF pages and forms
- contrast JSF tags with JSP tags and list the available JSF tag libraries
- describe managed beans, how to configure them, and how they are used with forms
- step through the components of a sample JSF application: JSF pages, managed beans, and deployment descriptor
- describe the phase of a JSF application life cycle
- describe how to include text, HTML, and hyperlinks in facelet pages
- describe how to extend the lifetime of a managed bean by adjusting its scope and describe scope in the context of dependency injection
- describe the Unified Expression Language (EL) and how it can be used to reference managed beans
- describe implicit and static JSF page navigation and the use of the ui:repeat tag to iterate through collections

- 
- use JSF for presentation in a Java web application

### **Practice: Working with JSF**

- practice using JSF in Java web applications



# Leveraging the JIRA Platform for Development Projects

## DESCRIPTION

JIRA is a Java platform offering capabilities such as bug tracking, issue tracking, tasks, and project management. In this course, you'll learn about setting up a JIRA environment, adding issues, bugs, and general project management.

## TARGET AUDIENCE

Users who are in software development and wish to track issues, features, bugs, and users for their projects

## OBJECTIVES

### The JIRA Environment

- start the course
- install and configure JIRA with its many installation options
- recognize the JIRA folder structure and its storage disposition
- describe how users and groups are administered
- work with the Atlassian Marketplace and its many add-ons
- create custom fields

### JIRA Fundamentals

- create custom screens from standard and custom fields
- alter an existing workflow and link in custom screens
- configure permissions
- create and browse a new project
- create a new issue for a project

### Advanced Functions for JIRA

- search for issues, save search criteria, and share those with others
- watch and vote on an issue
- run reports
- recognize sub-tasks and how they differ from issues
- change multiple issues at the same time

### Working with the Basics in JIRA

- label an issue and link issues together
- use JIRA's text fields to better format text

ID


sd\_jira\_a01\_it\_enus

Expected Duration (Minutes)

120

Prerequisites

None

- 
- move an issue and schedule an issue
  - use JIRA to track time spent on issues
  - create and manage dashboards

## **Backend JIRA Configuration Settings**

- use Versions and Components in a JIRA project
- configure e-mail to work with JIRA
- perform some common functions like increasing JIRA memory, installing a license, and requesting support from Atlassian
- back up and restore your JIRA data
- manage your own user profile in JIRA

## **Practice: Using JIRA**

- create a project with two issues and assign to a user

# UX Design Foundations: Design Principles and Strategies

## DESCRIPTION

A positive and effective user experience is crucial to the success of an application. This course addresses the importance of identifying your users, using consistent and simple design patterns, implementing effective navigation and layout, incorporating media elements, using advertisements, and implementing user interface design strategies and tools such as Lean UX and wireframing. In this course, you'll learn principles such as Hick's Law, Pareto Principle, and Gestalt Principles in the context of UX design. In addition to design and behavior patterns, you'll learn how to use color and typography to optimize user experience. Finally you'll explore design approaches and frameworks such as agile and responsive design.

ID

sd\_uxfd\_a01\_it\_enus

Expected Duration (Minutes)

101

Prerequisites

None

## TARGET AUDIENCE

Designers who want to learn how to implement effective design strategies for the optimum UX experience

## OBJECTIVES

### Designing for Your Audience

- start the course
- identify features and advantages of user-centered design (UCD)
- identify how a storytelling approach can optimize user-centered design
- identify how to optimize content to better suit the behavior and expectations of the target users
- describe some basic UX guidelines for ensuring favorable user experience in designs
- identify the psychology behind content design
- identify how to take account of Hick's Law in interface design
- identify how to take account of Fitts's Law in interface design
- identify how to take account of the Pareto principle in interface design
- identify how to apply Gestalt principles in user interface design
- identify the role of the Gutenberg diagram in user interface design
- identify how inattentional blindness should be considered in user interface design

### Design Guidelines and Patterns

- describe basic design guidelines that should be applied in user interface



design

- describe the role of design patterns in UI design
- describe how behavior patterns should be considered in UI design
- describe how to use color to optimize user experience of application interfaces
- describe the guidelines for effective color combination and saturation to optimize user experience
- describe how alignment can be used to optimize user experience of application interfaces
- describe how typography can impact user experience
- describe accessibility and the importance of considering accessibility in providing an effective user experience
- describe globalization and localization as components of internationalism and how they should be considered as part of an effective user experience
- describe responsive web design and its role in providing an effective user experience across different devices
- describe the areas of consideration specific to mobile users when designing a user interface
- describe agile design and Lean UX as frameworks for UX design

## **Practice: Implementing UX Design Best Practices**

- apply design principles in UI development

# UX Design Foundations: Techniques and Tools

## DESCRIPTION

A positive and effective user experience is crucial to the success of an application. In this course, you'll learn about implementation of research, design, prototyping, and testing strategies and tools. The course will cover tools such as user journeys, customer experience maps and persona profiles. You'll also learn about the role of an information architecture designer and how to prototype with sketches and wireframes. Finally, you will explore heuristic evaluation, user, and accessibility testing as part of a UX design solution.

ID

sd\_uxfd\_a02\_it\_enus

Expected Duration (Minutes)

64

Prerequisites

None

## TARGET AUDIENCE

Designers who want to learn how to implement effective research, design, prototyping, and testing tools and strategies for the optimum user experience

## OBJECTIVES

### Research for Design

- start the course
- describe the need to obtain business and user requirements for effective UX and outline the techniques for implementing a solution design based on these requirements
- describe how to conduct user research for effective UX
- describe how to use analytics as part of research for effective UX design solutions

### Design Tools and Techniques

- describe how to use ideation workshops to identify UX design questions and solution ideas
- describe how to use task models to outline activities in a goal that a UI system should provide
- describe how to outline user journeys through a UI
- describe how to create and use customer experience maps for a system
- describe the role of personas in effective UX design

### Information Architecture Design

- describe how card sorting can be used to design or evaluate information architecture for a system
- describe an information architecture design



## Prototyping Techniques

- describe the role of prototyping as part of a design
- describe how sketching can be used for fast concept prototyping
- describe the role of wireframes in prototyping
- describe guidelines for wireframes

## Evaluation and Testing

- describe the use of heuristic evaluation as part of a UX design solution
- describe the use of usability testing as part of a UX design solution
- describe the use of accessibility testing as part of a UX design solution
- describe the use of social media for usability testing as part of a UX design solution

## Practice: UX Techniques and Tools

- implement research, design, and testing tools and strategies for a UX solution

# UX Design Foundations: Navigation, Layout, and Content

## DESCRIPTION

A positive and effective user experience is crucial to the success of an application. In this course, you'll learn about implementing effective navigation and layout, incorporating media elements, and using advertisements effectively for optimum user experience. You'll also explore different navigation models and solutions, as well as effective home page, category page, product page and shopping cart design. You'll also learn about the design of effective form solutions.

## TARGET AUDIENCE

Designers who want to learn how to design navigation layout and content components to provide an effective user experience

## OBJECTIVES

### Navigation

- start the course
- describe a plan for navigation as part of a UX solution
- define UI navigation types and design tools
- describe a plan for responsive navigation as part of a UX solution
- describe different navigational models including entry and exit points and escape hatches that can be implemented as part of a UX solution
- distinguish between menu structures according to tasks, audience, or categories

### Site Maps, Hyperlinks, and Search

- use a site map in a web site design to optimize user experience
- describe the guidelines for implementing hyperlinks in a web site for an effective user experience
- configure for effective search functionality

### Designing for Content

- describe design and content considerations for a home page that provides an effective user experience
- describe the five-second home page test to assess user experience
- describe design considerations for a category page that provides an effective user experience
- describe design considerations for a product page that provides an effective

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Expected Duration (Minutes)

84

Prerequisites

None



user experience

- describe design considerations for shopping carts and checkouts that provide an effective user experience
- describe design considerations for long form content that provides an effective user experience
- describe design considerations for help and FAQ pages that provide an effective user experience

## **Actions and Commands**

- describe how to present actions for an effective user experience

## **Designing Forms**

- describe design considerations for web forms
- describe guidelines for creating effective web forms
- describe considerations for designing form fields that optimize user experience
- describe how to manage form errors in a way that doesn't negatively impact user experience

## **Media**

- describe considerations for effective use of media in an application
- describe considerations for effective use of photos in an application
- describe considerations for managing photos and files in applications
- describe the considerations for balancing advertisements with content in a way that doesn't negatively impact user experience

## **Practice: Designing a Navigation Layout**

- design navigation, layout, and content components for an effective user experience



# Working with Data in AngularJS

## DESCRIPTION

AngularJS is designed to facilitate the development of rich, robust, single-page web applications. This course will teach you about working with AngularJS application data in a client browser, by covering concepts such as offline detection and availability, caching, storing data in the client, and creating data models.

## TARGET AUDIENCE

Web developers with a basic understanding of developing AngularJS apps who wish to learn more advanced concepts related to AngularJS

## OBJECTIVES

### Working Offline

- start the course
- describe how to detect network status changes in an AngularJS application
- install the offline.js library in an AngularJS application
- use the offline.js library to detect when the network changes from an AngularJS application
- use the offline.js simulator to test how an AngularJS responds to network changes

### Caching and HTML5

- describe the different options for caching AngularJS applications
- create an HTML5 AppCache manifest file
- configure an HTML5 AppCache manifest to always load certain resources from the network
- configure fallbacks in the HTML5 AppCache manifest that can be used when specific paths are unavailable
- reliably update files identified in the AppCache manifest

### Caching and Angular-Cache

- install angular-cache and use it to create a new cache
- store data and retrieve stored data from an angular-cache cache
- remove data from an angular-cache cache
- use an angular-cache cache in conjunction with the \$HTTP service

### Storing AngularJS Data Client Side

- describe the different options for persisting AngularJS data in the client
- detect whether a client browser supports IndexedDB

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Expected Duration (Minutes)

106

Prerequisites

None

- 
- store AngularJS data in a client browser using local storage
  - retrieve local storage data in an AngularJS application
  - store AngularJS data in a client browser using IndexedDB
  - retrieve IndexedDB stored data in an AngularJS application

## AngularJS Data Modeling

- recognize how to work with data models in AngularJS using js-data-angular
- install and configure the js-data-angular script file into an AngularJS application
- use the DSHttpAdapter to access data
- use the DSLocalStorageAdapter to access data

## Practice: AngularJS Data Offline

- create AngularJS applications that can work with offline data

# AngularJS Security Considerations

## DESCRIPTION

AngularJS is designed to facilitate the development of rich, robust, single-page web applications. Being a client-side framework, AngularJS applications are inherently public and reveal much more implementation detail to the end user than traditional web sites. Securing an AngularJS application is a combination of using best practices on the client side to reduce vulnerability, and knowing that the lion share of security comes from making sure our server is locked down. This course covers concepts involved in securing full stack web applications using AngularJS, from Authentication and Authorization strategies, to the built-in security features AngularJS ships with.

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Expected Duration (Minutes)

68

Prerequisites

None

## TARGET AUDIENCE

Web developers with a basic understanding of developing AngularJS apps who wish to learn more advanced concepts related to AngularJS and web application security in general

## OBJECTIVES

### Authentication

- start the course
- describe what are bearer tokens and how to use them for authentication in an AngularJS app
- receive and store bearer token in the DOM
- send a bearer token to be used for authenticating requests generated by an AngularJS application
- use cookies to persist identity through page reloads
- use HTML5 storage to persist identity through page reloads, and recognize the benefits of this approach as opposed to a cookie-based approach

### Authorization

- describe the roles of AngularJS, a client-side framework, and a server in authorizing requests
- recognize how assuming AngularJS can implement real authorization leaves an application vulnerable to attack

### Obfuscation

- recognize what obfuscation means and where it comes into play in a security context
- use Uglify.js to minify and compress an AngularJS application

- use tools to reverse the effects of minification of an AngularJS application

## Potential Application Vulnerabilities

- recognize what a Cross-Site Scripting or XSS attack may look like and how AngularJS protects against these
- distinguish between secure and insecure cookies and recognize why an AngularJS application that uses cookies for identity persistence should have this cookie secure
- recognize what a Cross-Site Request Forgery or CSRF attack looks like and how AngularJS may be vulnerable
- recognize how implementing Anti-Forgery Tokens can protect against Cross-Site Request Forgery or CSRF attacks

## AngularJS Built-in Security

- use ngSanitize in AngularJS to allow whitelisted HTML to be rendered
- disable string contextual escaping in AngularJS to allow a script to be executable

## Practice: AngularJS Applications

- use bearer tokens to authenticate AngularJS requests with the server

# AngularJS and TypeScript

## DESCRIPTION

AngularJS is designed to facilitate the development of rich, robust, single-page web applications. This course will teach you how to get started building AngularJS applications with using TypeScript.

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Expected Duration (Minutes)

152

Prerequisites

None

## TARGET AUDIENCE

Web developers with a basic understanding of developing AngularJS apps who wish to learn more advanced concepts related to AngularJS

## OBJECTIVES

### TypeScript Basics

- start the course
- describe the TypeScript language and its purpose
- set up Visual Studio 2013 to provide maximum TypeScript development support
- differentiate between normal JavaScript functions and TypeScript functions and identify integrated development environment or IDE errors when incorrectly defining TypeScript functions
- define TypeScript classes for use
- define TypeScript interfaces for use


### Setting Up AngularJS Apps Using TypeScript

- install AngularJS dependencies for working with TypeScript and link to script files in index.html
- add reference information to TypeScript files to identify declaration files to be used
- define a TypeScript module in app.ts and define an AngularJS app module within it
- use a TypeScript class to provide configuration for an AngularJS app
- use TypeScript to add a run block to an AngularJS app
- use TypeScript to add values to an AngularJS app
- use TypeScript to add constants to an AngularJS app

### Angular Controllers and TypeScript

- extend the ng.IScope interface to add custom scope properties
- create and use a TypeScript class that represents an AngularJS controller

### AngularJS Components Using TypeScript

- 
- create AngularJS services using TypeScript
  - create AngularJS factories using TypeScript
  - create AngularJS providers using TypeScript
  - create AngularJS directives using TypeScript
  - configure routes in an AngularJS app using TypeScript
  - request remote resources using AngularJS and TypeScript

## **Testing AngularJS and TypeScript**

- install dependencies for writing Jasmine tests using TypeScript
- set up the Karma test runner for running tests
- create and execute unit tests in an AngularJS application built using TypeScript

## **Practice: Creating an AngularJS App**

- create AngularJS applications using TypeScript

# AngularUI Companion Frameworks

## DESCRIPTION

AngularJS is designed to facilitate the development of rich, robust, single-page web applications. This course will teach you about working with some of the categories of AngularUI, a companion framework to AngularJS, those being AngularUI Bootstrap, NG-Grid, UI-Alias, UI-Select, and routing with UI-Router.

## TARGET AUDIENCE

Web developers with a basic understanding of developing AngularJS apps who wish to learn more advanced concepts related to AngularJS

## OBJECTIVES

### AngularJS and UI Bootstrap

- start the course
- add AngularUI Accordion and Carousel objects to AngularJS apps
- add AngularUI alerts and button objects to AngularJS apps
- add AngularUI DatePicker and TimePicker objects to AngularJS apps
- add AngularUI modal and popover objects to AngularJS apps
- add AngularUI pagination to AngularJS apps
- add AngularUI progressbar and rating objects to AngularJS apps
- add AngularUI tabs and tooltip objects to AngularJS apps
- use AngularUI typeahead features in an AngularJS app

### Grid Display with NG-Grid

- use ng-grid to display data in a grid format in AngularJS
- use specific display names for grid columns
- rearrange grid data by groups in an AngularJS app
- specify templates to be used for grid cells
- specify templates to be used for grid rows
- specify themes that can be used to alter grid display in AngularJS apps

### Grid Data Manipulation Using NG-Grid

- create a grid that can page through data supplied from a server-side data source
- create a master/detail layout in an AngularJS app
- configure a grid to have selectable cells
- configure a grid to have editable cells once selected
- configure a grid to have selectable rows
- configure a grid to support column pinning

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Expected Duration (Minutes)

143

Prerequisites

None

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## Aliasing and Selection

- rename third-party directives in AngularJS apps
- add a customizable select box functionality in AngularJS apps

## Alternative Routing Using UI-Router

- describe AngularJS UI-Router and how it functions as an alternative to ngRoute in AngularJS apps
- install UI-Router and configure an AngularJS app with a ui-view div and ui-sref links
- configure an AngularJS application with states
- use nested views in an AngularJS app
- use multiple views in an AngularJS app

## Practice: Routing

- create an AngularJS app that routes using UI-Router



# AngularUI Utilities and Modules

## DESCRIPTION

AngularJS is designed to facilitate the development of rich, robust, and single-page web applications. This course will teach you about working with two categories of AngularUI, a companion framework to AngularJS, those being AngularUI Utilities and AngularUI Modules.

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Expected Duration (Minutes)

131

Prerequisites

None

## TARGET AUDIENCE

Web developers with a basic understanding of developing AngularJS apps who wish to learn more advanced concepts related to AngularJS

## OBJECTIVES

### Input Utilities

- start the course
- format strings by substituting tokens
- convert strings to alternative formats
- mask inputs with custom masks
- use an icon or link that can empty an input element
- add multiple upload functionalities to an AngularJS app
- create and use custom validation expressions

### Interface Utilities


- highlight block text in an AngularJS app
- toggle an indeterminate property of a checkbox
- create and configure unlimited length scrolling lists
- fix elements to the page at specific points
- utilize extra control over how items are hidden and displayed in an AngularJS app
- include fragments in an AngularJS app

### Backend Utilities

- bind callbacks to events not natively supported by AngularJS
- call jQuery functions and plugins directly from AngularJS
- bind events to specific key presses in an AngularJS app
- detect and take action when specific routes are matched
- remove duplicates from an array of items

### Modules

- add drag and drop sortable lists to an AngularJS app

- 
- add a CodeMirror editor in an AngularJS app
  - add an Ace editor in an AngularJS app
  - add a TinyMCE editor in an AngularJS app
  - add a FullCalendar component in an AngularJS app

### **Practice: AngularUI Utilities and Modules**

- implement elements from AngularUI in an AngularJS app

# JsRender Fundamentals

## DESCRIPTION

JsRender is a JavaScript templating framework for rendering HTML dynamically. In this course, you'll explore how to get started with JsRender, how to work with If Else and For tags, how to compile templates, and how to use paths for rendering data.

## TARGET AUDIENCE

Web Developers who want to use the JsRender templating framework

## OBJECTIVES

### Getting Started with JsRender

- start the course
- explore the JsRender environment
- understand the relationship between JsRender, JSON data and HTML design

### Adding Data

- set up JsRender
- insert data with JsRender

### The If Else tag

- work with the JsRender If Else tag
- use the If Else tag of JsRender with templates and #index
- use the If Else tag of JsRender and Click event with jQuery
- use the If Else tag of JsRender and Click event without jQuery

### The For Tag

- understand how to access data with the For tag of JsRender
- work with arrays using the For tag of JsRender
- access data with the For tag of JsRender
- loop through multiple objects with JsRender

### Compiling and Toggling Templates

- compile JsRender templates
- compile JsRender templates from a string
- compile multiple JsRender templates
- compile named JsRender templates
- toggle JsRender templates

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Expected Duration (Minutes)

116

Prerequisites

None



## JsRender Paths

- work with JsRender data paths

## Practice: Using JsRender to Display JSON Data

- display JSON data within JsRender templates and make use of the if and for statements

# Advanced JsRender Features

## DESCRIPTION

JsRender is a JavaScript templating framework for rendering HTML dynamically. In this course, you'll explore what custom tags are and how to work with them, as well as using converters, helpers and external templates. You'll also learn about navigating and manipulating data as well as working with Ajax implementing data binding.

## TARGET AUDIENCE

Web Developers who want to use the JsRender templating framework

## OBJECTIVES

### Custom Tags

- start the course
- create JsRender custom tags
- create JsRender custom tags with attributes

### Converters

- use JsRender converters for encoding
- create JsRender custom converters
- create JsRender custom converters with attributes

### Helper Functions

- use JsRender helper functions
- use JsRender global helper functions
- pass in additional JsRender helpers
- use helper functions with utility objects

### Manipulating Data

- implement comparison tests with JsRender
- assign variables within a JsRender template
- access parent data in nested JsRender templates
- specify default values in JsRender templates
- iterate through fields with JsRender
- insert separators with JsRender

### Working with AJAX

- use Ajax with JsRender

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Expected Duration (Minutes)

198

Prerequisites

None

- use jQuery in AJAX with JsRender

## External Templates

- work with external JsRender templates and utility objects
- work with external JsRender templates without jQuery
- reuse external JsRender templates

## Allowing JavaScript

- use JavaScript code in a JsRender template

## Data Binding with JsViews

- implement data binding with JsRender and JsViews
- work with data repositories using JsViews and JsRender
- update a database with JsViews and JsRender
- insert data to a database with JsViews and JsRender
- use people resource with JsViews and JsRender
- delete data with JsViews and JsRender

## Practice: Use jsRender Advanced Features

- practice using jsRender advanced features

# JavaScript SPA: Getting Started with SPA in Visual Studio 2013

## DESCRIPTION

A JavaScript single page application, or SPA, uses a combination of JavaScript libraries and web development frameworks to communicate with the server, consume and manage data, and to display application views on screen. A SPA serves up a single HTML page in which all of the application views are rendered on the client, and data that is retrieved from the server can be cached and efficiently managed on the client. In this course, you will learn how to use various JavaScript SPA templates in Visual Studio 2013 such as Durandal, Breeze, Angular, Knockout, Ember, and Hot Towel for quickly getting off the ground with your first JavaScript SPA in Visual Studio 2013.

## TARGET AUDIENCE

Web developers seeking an introductory guide to developing lightweight, high performance JavaScript single page applications in Visual Studio 2013

## OBJECTIVES

### Getting Started with SPA Templates

- start the course
- install the Backbone.js SPA template in Visual Studio 2013
- install the Durandal.js SPA template in Visual Studio 2013
- install the Breeze-Knockout.js SPA template in Visual Studio 2013
- install the Breeze-Angular.js SPA template in Visual Studio 2013
- install the Hot Towel MVC SPA template in Visual Studio 2013
- install the Ember.js SPA template in Visual Studio 2013
- add a new view in a Hot Towel MVC SPA project in Visual Studio 2013

### Practice: Getting Started with SPA Templates

- working with common NuGet packages

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Expected Duration (Minutes)

120

Prerequisites

N/A

# JavaScript SPA: SPA Views and Routes

## DESCRIPTION

A JavaScript single page application, or SPA, uses a combination of JavaScript libraries and web development frameworks to communicate with the server, consume and manage data, and to display application views on screen. A SPA serves up a single HTML page in which all of the application views are rendered on the client, and data that is retrieved from the server can be cached and efficiently managed on the client. In this course, you will explore common server and client NuGet packages that you can install when developing your SPA from scratch. You will also learn how to create MVC 5 views and configure controller routes in Visual Studio 2013.

## TARGET AUDIENCE

Web developers seeking an introductory guide to developing lightweight, high performance JavaScript single page applications in Visual Studio 2013

## OBJECTIVES

### Adding Common NuGet Packages for the Server

- start the course
- install the EntityFramework package using the NuGet package manager and manager console
- install the EntityFramework.SqlServerCompact package using the NuGet package manager and manager console
- install the ASP.NET Web API package using the NuGet package manager and manager console
- install the ASP.NET Web Optimization package using the NuGet package manager and manager console
- install and use the ASP.NET Razor package using the NuGet package manager

### Adding Common NuGet Packages for the Client

- install and use the jQuery and Modernizr packages from NuGet
- install and use the Twitter.Bootstrap package from NuGet using the NuGet package manager
- install and use the FontAwesome uGet package

### Creating SPA Views and Configuring Routes

- create a layout page for a JavaScript SPA in Visual Studio 2013

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Expected Duration (Minutes)

128

Prerequisites

None



- 
- create an MVC 5 controller using C# in Visual Studio 2013
  - create and render JavaScript SPA script and style sheet bundles in Visual Studio 2013
  - configure controller routes for a JavaScript SPA using C# in Visual Studio 2013
  - create an MVC 5 controller using Visual Basic in Visual Studio 2013
  - add a new MVC 5 view using C# in Visual Studio 2013
  - add an MVC 5 view using Visual Basic in Visual Studio 2013
  - add and load MVC 5 partial views using C# in Visual Studio 2013
  - add and load MVC 5 partial views using Visual Basic in Visual Studio 2013
  - configure controller routes for a JavaScript SPA using Visual Basic in Visual Studio 2013

### **Practice: Create MVC 5 Views in Visual Studio 2013**

- create MVC 5 views and configure controller routes in Visual Studio 2013

# JavaScript SPA: Durandal Modules and Lifecycle events

## DESCRIPTION

A JavaScript single page application, or SPA, uses a combination of JavaScript libraries and web development frameworks to communicate with the server, consume and manage data, and to display application views on screen. A SPA serves up a single HTML page in which all of the application views are rendered on the client, and data that is retrieved from the server can be cached and efficiently managed on the client. In this course, you will learn how to compose new modules, use RequireJS for module dependency injection at run-time, and handle app lifecycle events in Visual Studio 2013.

## TARGET AUDIENCE

Web developers seeking an introductory guide to developing lightweight, high performance JavaScript single page applications in Visual Studio 2013

## OBJECTIVES

### Composing Modules with Durandal

- start the course
- add a new view to a Durandal SPA project in Visual Studio 2013
- add a new view model to a Durandal SPA project in Visual Studio 2013

### Dynamic Module Loading with Durandal

- configure RequireJS for a Durandal SPA project in Visual Studio 2013
- bootstrap an application with RequireJS for a Durandal SPA project in Visual Studio 2013
- enable system debugging in a Durandal SPA in Visual Studio 2013
- add a custom splash page in a Durandal SPA in Visual Studio 2013

### Handling App Lifecycle Events with Durandal

- use the `activator.create()` method to manually create an activator in a Durandal SPA
- dynamically build a navigation model in a Durandal SPA project in Visual Studio 2013
- use the `CanActivate()` method to enable and disable route activation in a Durandal SPA in Visual Studio 2013
- use the `deactivate()` method in a Durandal SPA in Visual Studio 2013
- use the `CanDeactivate()` method in a Durandal SPA in Visual Studio 2013

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Expected Duration (Minutes)

102

Prerequisites

None



## View Composition in Durandal

- use Knockout to dynamically compose a view that does not have a view model
- use Knockout to dynamically compose a view that already has its own view model

## Practice: Create Single Page App Using JavaScript

- working with Single Page Apps

# JavaScript SPA: Adding Views and Handling View Navigation in Durandal

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## DESCRIPTION

A JavaScript single page application, or SPA, uses a combination of JavaScript libraries and web development frameworks to communicate with the server, consume and manage data, and to display application views on screen. A SPA serves up a single HTML page in which all of the application views are rendered on the client, and data that is retrieved from the server can be cached and efficiently managed on the client. In this course, you will learn how to retrieve data for modules in the Durandal JavaScript framework, as well as learn how to set up and configure module routes using the Durandal shell router, how to activate and bind module routes to the Durandal shell router, and how to dynamically compose views in the Durandal JavaScript framework in Visual Studio 2013.

Expected Duration (Minutes)

131

Prerequisites

None

## TARGET AUDIENCE

Web developers seeking an introductory guide to developing lightweight, high performance JavaScript single page applications in Visual Studio 2013


## OBJECTIVES

### Retrieving Data for Views and View Models

- start the course
- add a data retrieval service in a Durandal SPA in Visual Studio 2013
- handle a successful query execution for model data retrieval in a Durandal SPA in Visual Studio 2013
- handle a failed query execution for model data retrieval in a Durandal SPA in Visual Studio 2013
- map model data to view model observables in a Durandal SPA

### Configuring Routes with the Durandal Router

- use the `makeRelative()` function to shorten application module paths in the Durandal shell in Visual Studio 2013
- map a collection of routes to the Durandal shell router
- identify the default routing convention used to locate Durandal modules and the content of the `viewLocator.js` file in the Durandal scripts directory
- use a custom convention for instructing Durandal to locate application views and view models for run-time module construction

- 
- implement a custom function for handling unknown or invalid routes in a Durandal SPA in Visual Studio 2013
  - select the start-up module for a Durandal SPA in Visual Studio 2013
  - bind a progress bar to view navigation events for displaying the progress bar between view changes

## **Route Activation and Binding with Durandal Router**

- create a navigation bar in the Durandal shell view using the shell router's navigation model in Visual Studio 2013
- add a custom transition for the start-up view of a Durandal SPA in Visual Studio 2013

## **Practice: Adding Views and Handling View Navigation**

- working with single page apps and Durandal

# JavaScript SPA: Connecting to and Managing Data

## DESCRIPTION

A JavaScript single page application, or SPA, uses a combination of JavaScript libraries and web development frameworks to communicate with the server, consume and manage data, and display application views on screen. A SPA serves up a single HTML page in which all of the application views are rendered on the client, and data that is retrieved from the server can be cached and efficiently managed on the client. In this course, you will learn how to connect to a data source, then retrieve and manage rich data using the Breeze JavaScript library in a JavaScript SPA in Visual Studio 2013.

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Expected Duration (Minutes)

126

Prerequisites

None

## TARGET AUDIENCE

Web developers seeking an introductory guide to developing lightweight, high performance JavaScript single page applications in Visual Studio 2013

## OBJECTIVES

### Connecting to Data in JavaScript SPA

- start the course
- connect to and view a SQL Server Compact 4.0 database in Visual Studio 2013
- use the SQL Server Compact Toolbox to generate and add an EDMX file for a connected SQL Server Compact database to a JavaScript SPA in Visual Studio 2013

### Managing Data with Breeze

- add and use the Breeze WebApi 2.0, the Breeze JS Client, and the Breeze Server packages to a Durandal SPA project in Visual Studio 2013
- make use of Breeze client data caching features
- set up a JavaScript SPA server to facilitate sharing data amongst client views using a Breeze Web API controller
- share data amongst client views using a Breeze Web API controller on a JavaScript SPA client
- construct Breeze queries using the EntityQuery class
- obtain an object graph from model data using Breeze
- navigate an object graph obtained from model data using Breeze
- prime a Durandal SPA with model data before the application shell loads the initial view upon start-up
- retrieve and use metadata from the server to create Breeze entities on the



client

- create and use Breeze metadata on the client

## **Practice: Connecting to and Managing Data**

- to get web developers quickly started in developing their first JavaScript SPA using various frameworks in Visual Studio 2013

# JavaScript SPA: Working with Rich Application Data

## DESCRIPTION

A JavaScript single page application, or SPA, uses a combination of JavaScript libraries and web development frameworks to communicate with the server, consume and manage data, and display application views on screen. A SPA serves up a single HTML page in which all of the application views are rendered on the client, and data that is retrieved from the server can be cached and efficiently managed on the client. In this course, you will learn how to manage, and distribute data for client views in a JavaScript SPA in Visual Studio 2013.

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Expected Duration (Minutes)

157

Prerequisites

None

## TARGET AUDIENCE

Web developers seeking an introductory guide to developing lightweight, high performance JavaScript single page applications in Visual Studio 2013

## OBJECTIVES


### Saving and Handling Data Changes

- start the course
- implement editable view bindings
- track changes to data fields in a view and update UI controls accordingly
- save changes to model data
- populate and display an editable drop-down list in an application view
- prompt the user to save changes made before navigating away from an application view
- cancel changes made to input element values in an application view
- set up a JavaScript SPA server to facilitate saving data offline and restoring data when back online
- save data offline and restore data when back online in a JavaScript SPA client

### Retrieving and Distributing Data

- limit the frequency with which a JavaScript SPA client makes XHR calls to the application server
- retrieve model data using a Breeze Web API controller
- force a remote data fetch with Breeze
- set up a JavaScript SPA server to facilitate querying a local entity manager cache in Breeze
- force a query of local entity manager cache in Breeze on a JavaScript SPA client



- 
- set up a JavaScript SPA server to facilitate the use of a partial entity mapper helper function for identifying and mapping partial entities on the client
  - use a partial entity mapper helper function to identify and map partial entities on a JavaScript SPA client
  - create a query that uses data projections so as to only retrieve a select set of fields from a data model in Durandal in Visual Studio 2013
  - access and display data from a projected query in an application view for a JavaScript SPA in Visual Studio 2013

## **Practice: Working with Rich Application Data**

- to teach developers how to connect to manage and distribute data for client views in a JavaScript SPA in Visual Studio 2013

# JavaScript SPA: Managing Application Data

## DESCRIPTION

A JavaScript single page application, or SPA, uses a combination of JavaScript libraries and web development frameworks to communicate with the server, consume and manage data, and to display application views on screen. A SPA serves up a single HTML page in which all of the application views are rendered on the client, and data that is retrieved from the server can be cached and efficiently managed on the client. In this course, you will learn how to add, save, delete, and handle changes made to application data in a JavaScript SPA in Visual Studio 2013.

## TARGET AUDIENCE

Web developers seeking an introductory guide to developing lightweight, high performance JavaScript single page applications in Visual Studio 2013

## OBJECTIVES

### Adding and Deleting Application Data

- start the course
- set up a JavaScript SPA server to facilitate the creation of a view to be used for adding new records to a connected SQL Server Compact database
- create a view that can be used for adding new records to a connected SQL Server Compact database in a JavaScript SPA client
- set up a JavaScript SPA server to facilitate the deletion of data by accessing the data context and using an HTTP POST request
- delete data by accessing the data context and using an HTTP POST request from a JavaScript SPA client
- map navigation routes to implement customized navigation bar menus
- set up a JavaScript SPA server to facilitate the creation of a view model that supports a view for adding application data
- create a view model that supports a view for adding application data from a JavaScript SPA client
- set up a JavaScript SPA server to facilitate adding data by accessing the data context and using an HTTP POST request
- add data by accessing the data context and using an HTTP POST request from a JavaScript SPA client
- set up a JavaScript SPA server to facilitate marking items for deletion before actually making the call to the server to delete them

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Expected Duration (Minutes)

109

Prerequisites

None

- 
- mark items for deletion before actually making the call to the server to delete them from a JavaScript SPA client
  - set up a JavaScript SPA server to facilitate adding null objects to a view
  - add null objects to a view in a JavaScript SPA client

### **Practice: Managing Application Data**

- to get web developers quickly started in developing their first JavaScript SPA using various frameworks in Visual Studio 2013

# JavaScript SPA: Working With Validation

## DESCRIPTION

A JavaScript single page application, or SPA, uses a combination of JavaScript libraries and web development frameworks to communicate with the server, consume and manage data, and to display application views on screen. A SPA serves up a single HTML page in which all of the application views are rendered on the client, and data that is retrieved from the server can be cached and efficiently managed on the client. In this course, you will learn how to implement custom data validation rules on the client and server, how to use Breeze validation, how to gather Breeze entity errors, how to parse Breeze entity error messages on the client, and how to display validation errors to the user in a JavaScript SPA in Visual Studio 2013.

## TARGET AUDIENCE

Web developers seeking an introductory guide to developing lightweight, high performance JavaScript single page applications in Visual Studio 2013

## OBJECTIVES

### Using Custom Validation Rules

- start the course
- define a custom validation rule
- use the Breeze Validator.register() method to register custom validation rules with Breeze
- apply a validator to entities and properties

### Reporting Validation Errors

- add data annotations such as required fields and max length
- create a view for displaying input validation errors on text input controls
- use the errors.entitiesWithErrors.map() function and the entity.entityAspect.getValidationErrors() method
- use a regular expression to parse the returned error object

### Practice: Working with Validation

- use Custom Validation Rules and Report Validation Errors

ID

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Expected Duration (Minutes)

93

Prerequisites

None

# jQuery: Basic Setup and Features

## DESCRIPTION

jQuery simplifies the process of using HTML for your websites. This course introduces you to the fundamentals of jQuery, including installing and implementing the environment, jQuery styles and themes, and using basic features like finding and filtering. You'll also learn about selecting options in jQuery such as selecting by class, ID, or attribute. Finally, this course introduces basic animation and color functions such as animating colors, style changes, and queues.

## TARGET AUDIENCE

Individuals interested in understanding the jQuery environment and features and functions available in jQuery

## OBJECTIVES

### jQuery Fundamentals

- start the course
- recognize how to install and implement jQuery
- recognize jQuery styles
- use algorithms
- modify styles
- recognize jQuery themes
- load content from another page
- use the find function in jQuery
- filter query results
- make asynchronous requests
- run code when a page loads
- use tabs in jQuery
- understand child and parent functions
- understand how to use remote data in jQuery

### Selecting in jQuery

- select by element type
- select by ID
- select by class
- select by DOM location
- select descendant elements
- select by attribute
- select by attribute variants
- select with first and last pseudo selectors

ID


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Expected Duration (Minutes)

130

Prerequisites

None

- 
- select with pseudo selectors
  - select children of a query result

## **Basic Animation and Colors Functions**

- modify element colors
- use animation queues
- animate colors
- animate style changes
- stop animations in jQuery
- handle the completion of an animation
- slide and fade animations

# jQuery: Using Essential Features and Functions

## DESCRIPTION

jQuery has a wide variety of features and options to tailor your pages to your requirements. This course introduces learners to options available when working with elements, such as modifying elements, cloning elements, and wrapping elements. This course also covers options when working with events, such as capturing events, changing events, and submitting events. Finally, this course provides a how-to for using the datepicker and mouse options in jQuery.

## TARGET AUDIENCE

Individuals interested in understanding the jQuery environment and features and functions available in jQuery

## OBJECTIVES

### Working with Elements

- start the course
- add content to an element
- modify element style properties
- find an element's position
- overwrite contents of an element
- insert content into a document
- replace elements on a page
- clone elements
- remove elements from a document
- get values from elements
- wrap elements
- unwrap elements
- set values of form elements
- hide elements

### Working with Events

- add event handlers
- remove event handlers
- capture keyboard events
- delegate event handlers
- use click events
- use change events

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Expected Duration (Minutes)

129

Prerequisites

None

- 
- use submit events

## Using Datepicker

- use the datepicker feature
- use datepicker to disable specific dates
- use datepicker to highlight specific dates

## Mouse Options

- use mouseover
- use mouse double-click
- use mouse focus out
- use mouse down and up



# jQuery: Advanced Features and Functions

## DESCRIPTION

jQuery provides endless opportunities to customize your page using unique functions and options. This course introduces charts in jQuery as well as UI features and functions and UI autocomplete. This course also covers working with slides, the slider options, AJAX, accordion, and working with classes.

## TARGET AUDIENCE

Individuals interested in understanding the jQuery environment and features and functions available in jQuery

## OBJECTIVES

### Working with Charts

- start the course
- create a doughnut chart
- create a bar chart
- create a line chart
- create a pie chart
- create a polar area chart
- create a six charts chart

### UI Features and Functions

- use simple animation
- build on simple animations
- animate using UI relative values
- animate using UI predefined values
- use UI draggables
- use UI droppable
- use UI radios
- use UI checkboxes
- use UI textboxes
- use UI animated dialogs

### Working with UI Autocomplete

- use UI autocomplete
- use UI autocomplete categories
- use UI autocomplete custom data and display

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Expected Duration (Minutes)

126

Prerequisites

None

- use UI autocomplete multiple values
- use UI autocomplete scroll

## Working with Slider

- use slider
- use slider with ranges
- use slider select
- use slider vertical and increment

## Working with AJAX

- use AJAX shorthand functions
- use AJAX promises
- resolve multiple AJAX calls with when()

## Working with Accordion

- use accordion events and methods
- use accordion icon and fill
- use accordion hovering and sortable

## Working with Classes

- add and remove classes
- use the toggleclass function

# CSSLP: Secure Software Concepts

## DESCRIPTION

A fundamental understanding of the potential risks, vulnerabilities and exposures throughout the software lifecycle is the basis for ensuring overall software security. In this course, you'll learn about the core concepts of confidentiality, integrity, authentication, and authorization. You'll also be introduced to security design principles such as least privilege, separation of duties, fail safe, and economy of mechanism. Finally, this course covers best practices for governance, risk, and compliance throughout the software lifecycle. This course is one of a series in the Skillsoft learning path that covers the objectives for the Certified Secure Software Lifecycle Professional (CSSLP) exam.

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Expected Duration (Minutes)

135

Prerequisites

None

## TARGET AUDIENCE

Individuals interested in secure software lifecycle design concepts and methodologies; candidates for the Certified Secure Software Lifecycle Professional (CSSLP) exam

## OBJECTIVES

### Core Concepts

- start the course
- recognize the characteristics of confidentiality
- identify the characteristics of integrity
- identify the characteristics of availability
- recognize the characteristics of authentication and authorization
- recognize the characteristics of authentication and authorization
- identify the role of accounting in assuring security
- recognize the characteristics of non-repudiation

### Security Design Principles

- identify the characteristics of least privilege
- recognize the characteristics of separation of duties
- recognize the characteristics of defense in depth
- recognize the characteristics of fail-safe
- recognize the characteristics of economy of mechanism
- recognize the characteristics of complete mediation
- recognize the characteristics of open design
- recognize the characteristics of least common mechanism
- recognize the characteristics of psychological acceptability
- recognize the characteristics of the weakest link

- recognize the characteristics of leveraging existing components

## **Privacy**

- recognize the characteristics of privacy
- distinguish between different privacy considerations

## **Governance, Risk, and Compliance**

- recognize characteristics of regulations and compliance
- distinguish between legal issues to keep in mind during the software lifecycle
- recognize characteristics of standards
- distinguish between the steps of the general risk management model

## **Software Development Methodologies**

- identify secure software concepts in the Waterfall methodology
- identify secure software concepts in the Agile methodology

## **Practice: Fundamental Secure Software Concepts**

- recognize the principles and practices behind securing software

# CSSLP: Secure Software Requirements

## DESCRIPTION

Integrating security into the software development process and identifying key security objectives is paramount to successful secure software development. In this course, you'll learn about internal and external security requirements and how to classify and categorize data. You'll also explore functional requirements such as role and user definitions, the role of the deployment environment on requirements, and sequencing and timing requirements. Finally, this course covers operational requirements such as deployment and management solutions. This course is one of a series in the Skillsoft learning path that covers the objectives for the Certified Secure Software Lifecycle Professional (CSSLP) exam.

ID

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Expected Duration (Minutes)

77

Prerequisites

None

## TARGET AUDIENCE

Individuals interested in secure software lifecycle design concepts and methodologies, candidates for the Certified Secure Software Lifecycle Professional (CSSLP) exam

## OBJECTIVES

### Policy Decomposition

- start the course
- identify typical internal security requirements
- identify typical external security requirements

### Data Classification and Categorization

- identify data state categories
- identify data usage categories
- distinguish between the data owner and data custodian roles
- distinguish between the different impact level definitions
- distinguish between structured and unstructured data
- distinguish between generation, retention, and disposal

### Functional Requirements

- identify characteristics of role and user definitions
- identify the role of the deployment environment within functional requirements
- distinguish between objects, activities, and actions
- identify best practices for sequencing and timing



## Operational Requirements

- identify characteristics of software deployment requirements
- identify characteristics of operations requirements
- identify characteristics of management requirements

## Practice: Securing Software

- recognize what is involved in securing software

# CSSLP: Secure Software Design

## DESCRIPTION

Security practices must be integrated in every aspect of software design. In this course, you'll explore secure software design processes such as attack surface evaluation, threat modeling, control identification, and prioritization. You'll also be introduced to specific design considerations to keep in mind like addressing core security concepts and interconnectivity. Finally, this course covers best practices for securing commonly used architecture and technologies like virtualization, database, and the programming language environment. This course is one of a series in the Skillsoft learning path that covers the objectives for the Certified Secure Software Lifecycle Professional (CSSLP) exam.

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Expected Duration (Minutes)

152

Prerequisites

None

## TARGET AUDIENCE

Individuals interested in secure software lifecycle design concepts and methodologies; candidates for the Certified Secure Software Lifecycle Professional (CSSLP) exam

## OBJECTIVES

### Design Processes


- start the course
- measure and minimize attack surface
- recognize threat modeling techniques and the purpose of documentation
- identify characteristics of control identification and prioritization
- identify characteristics of design and architecture technical review
- identify characteristics of risk assessment for code reuse

### Design Considerations

- distinguish between applicable methods to address core security concepts
- recognize security design principle best practices
- distinguish between interconnectivity activities best practices
- identify interfaces best practices

### Securing Commonly Used Architecture

- distinguish between the different architectural forms and supporting elements of secured distributed computing
- recognize best practices for securing service-oriented architecture
- recognize best practices for securing rich Internet applications
- recognize best practices for securing pervasive and ubiquitous computing
- recognize best security practices when integrating with existing architectures

- 
- recognize best practices for securing cloud architectures
  - recognize best practices for securing mobile applications

## **Technologies**

- distinguish between characteristics of authentication and identity management
- recognize characteristics of credential management
- distinguish between flow control methods
- recognize characteristics of logging
- recognize characteristics of data loss prevention
- identify benefits of virtualization in secure software design
- recognize types of Rights Expression Language or REL in Digital Rights Management or DRM
- recognize characteristics of trusted computing
- distinguish between database security techniques
- distinguish between compilers, interpreters, and hybrid source codes
- recognize characteristics of operating systems
- distinguish between control systems and firmware

## **Practice: Designing Secure Software**

- identify best practices for designing secure software



# CSSLP: Secure Software Implementation and Coding

## DESCRIPTION

Building security controls within software implementation and coding is vital for end-product software security. In this course, you'll learn about declarative versus programmatic security, how to use Open Web Application Security Project or OWASP and Common Weakness Enumeration or CWE as great security sources, and some defense coding practices and controls such as configuration, error handling, and session management. This course also covers some essential secure coding techniques such as versioning, peer-based code reviews, code analysis, and anti-tampering techniques. This course is one of a series in the Skillssoft learning path that covers the objectives for the Certified Secure Software Lifecycle Professional (CSSLP) exam.

ID

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Expected Duration (Minutes)

128

Prerequisites

None

## TARGET AUDIENCE

Individuals interested in secure software lifecycle design concepts and methodologies; candidates for the Certified Secure Software Lifecycle Professional (CSSLP) exam

## OBJECTIVES

### Declarative Versus Programmatic Security

- start the course
- recognize characteristics of declarative security
- recognize characteristics of programmatic security

### Vulnerability Databases and Lists

- locate and list the Open Web Applications Security Project or OWASP "Top 10"
- locate and list the Common Weakness Enumeration or CWE list of software weaknesses

### Defense Coding Practices and Controls

- recognize examples of using concurrency as a defensive coding practice
- recognize examples of using configuration as a defensive coding practice
- recognize examples of using cryptology as a defensive coding practice
- recognize examples of using output sanitization as a defensive coding practice
- recognize examples of using error handling as a defensive coding practice
- recognize examples of using input validation as a defensive coding practice
- recognize examples of using logging and auditing as a defensive coding



practice

- recognize examples of using session management as a defensive coding practice
- recognize examples of using exception management as a defensive coding practice
- distinguish between safe and unsafe application programming interface or API coding practices
- distinguish between examples of static and dynamic type safety enforcement
- recognize characteristics of memory management as a defensive coding practice
- recognize characteristics of configuration parameter management as a defensive coding practice
- recognize examples of tokenizing as a defensive coding practice
- recognize characteristics of sandboxing as a defensive coding practice

## **Secure Coding Practices**

- identify source code and versioning best practices
- identify build environment best practices
- recognize characteristics of peer-based code reviews
- distinguish between static and dynamic code analysis
- list the steps for code signing

## **Practice: Secure Implementation and Coding**

- identify techniques for defensive and secure coding

# CSSLP: Secure Software Testing

## DESCRIPTION

It's not enough to integrate secure coding into your software designs; it's equally important to test that your controls function properly. In this course, you'll learn best practices for testing for security and quality insurance, including artifact testing, functional and nonfunctional testing, and bug tracking. This course also covers some of the essential testing types such as penetration testing, scanning, simulation testing, failure testing, and cryptographic validation. Finally, you'll explore options for dealing with test results, such as the importance of impact assessments and corrective actions you can take with less than perfect results. This course is one of a series in the Skillsoft learning path that covers the objectives for the Certified Secure Software Lifecycle Professional or CSSLP exam.

ID

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Expected Duration (Minutes)

87

Prerequisites

None

## TARGET AUDIENCE

Individuals interested in secure software lifecycle design concepts and methodologies; candidates for the CSSLP exam

## OBJECTIVES

### Testing for Security and Quality Assurance

- start the course
- recognize characteristics of testing artifacts
- identify characteristics of functional testing
- distinguish between nonfunctional testing methods
- distinguish between white-, grey-, and black-box testing
- identify environment best practices for ensuring secure software testing
- distinguish between bug tracking states
- recognize characteristics of attack surface validation for software testing
- distinguish between testing standards for software quality assurance

### Testing Types

- identify the four steps in the penetration process
- recognize characteristics of the fuzzing method
- recognize characteristics of scanning
- recognize characteristics of simulation testing
- recognize characteristics of testing for failure
- recognize characteristics of cryptographic validation
- recognize characteristics of regression testing
- recognize characteristics of continuous testing



## Working with Test Results

- recognize characteristics of impact assessment
- recognize options for addressing bugs
- identify best practices in test data lifecycle management

## Practice: Secure Software Testing Best Practices

- identify best practices for securely testing software

# CSSLP: Software Acceptance, Deployment, Operations, Maintenance, and Disposal

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## DESCRIPTION

Regardless of how encompassing your software designs are, there's always a possibility that vulnerabilities still exist in the software or new vulnerabilities will be discovered later in the software development lifecycle. In this course, you'll learn different pre- and post-release activities to address these such as the pre-release testing process, completion criteria, risk acceptance practices, post-release plans, and independent testing options. You'll also be introduced to installation and deployment controls that you can use to mitigate vulnerabilities such as bootstrapping, configuration management practices, and release management. Finally, this course will cover operations and maintenance best practices for managing vulnerabilities such as incident and problem management, change management, and software disposal planning and execution for end-of-phase iterations. This course is one of a series in the Skillsoft learning path that covers the objectives for the Certified Secure Software Lifecycle Professional or CSSLP exam.

Expected Duration (Minutes)

81

Prerequisites

None

## TARGET AUDIENCE

Individuals interested in secure software lifecycle design concepts and methodologies; candidates for the Certified Secure Software Lifecycle Professional (CSSLP) exam

## OBJECTIVES


### Software Acceptance Pre-release Activities

- start the course
- identify the characteristics of the pre-release testing process
- list the six generic criteria for judging the suitability of a product
- identify the characteristics of risk acceptance

### Software Acceptance Post-release Activities

- identify characteristics of a post-release plan
- recognize characteristics of validation and verification
- recognize characteristics of independent testing

### Installation and Deployment

- 
- identify the role of bootstrapping in deployment activities
  - recognize characteristics of configuration management roles and plan
  - distinguish between the six configuration management process activities
  - recognize characteristics of release management activities

## **Operations and Maintenance**

- recognize characteristics of monitoring during operations and maintenance
- distinguish between the different activities of incident management
- recognize characteristics of problem management
- recognize characteristics of change management
- recognize characteristics of backup, recovery, and archiving

## **Software Disposal**

- identify the components of an effective software disposal plan
- identify key activities during software disposal execution

## **Practice: Software Deployment and Maintenance**

- identify best practices for software deployment, operations, maintenance, and disposal activities

# CSSLP: Supply Chain and Software Acquisition

## DESCRIPTION

Software lifecycle activities regularly extend beyond the internal environment. Outsourced software development, acquisition, and procurement activities require specific attention to ensure security is integrated into the end software product or service. In this course, you'll learn about supplier risk assessment considerations, including intellectual property, code reuse, and legal compliance complexities. This course also introduces some considerations to make with supplier sourcing like contractual integrity controls, vendor technical integrity controls, and service-level agreements or SLAs. Finally, this course also introduces software delivery and maintenance best practices like publishing and dissemination controls, product deployment and sustainment controls, and supplier transitioning requirements. This course is one of a series in the Skillsoft learning path that covers the objectives for the Certified Secure Software Lifecycle Professional or CSSLP exam.

## TARGET AUDIENCE

Individuals interested in secure software lifecycle design concepts and methodologies; candidates for the Certified Secure Software Lifecycle Professional (CSSLP) exam

## OBJECTIVES

### Supplier Risk Assessment

- start the course
- recognize characteristics of risk assessment for code reuse
- identify best practices for creating a practical reuse plan
- identify best practices for preventing intellectual property theft
- recognize characteristics of legal compliance
- identify best practices for supplier prequalification activities

### Supplier Sourcing

- distinguish between different security trade-offs in supplier sourcing
- identify best practices for contractual integrity controls
- identify best practices for vendor technical integrity controls
- identify best secure control practices for managed services from a supplier
- distinguish between the two rules service-level agreements or SLAs should provide

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Expected Duration (Minutes)

116

Prerequisites

None



## Software Development and Testing

- identify technical controls for software development and testing
- identify code testing and verification options for software development and testing
- list the eight steps to create a formal set of security testing controls
- identify software requirements verification and validation

## Software Delivery, Operations, and Maintenance

- identify chain of custody best practices
- distinguish between licenses, encryption, and authentication as publishing and dissemination controls
- identify characteristics of system-of-systems integration
- identify software authenticity and integrity best practices during software delivery, operations, and maintenance
- recognize best practices when integrating product deployment and sustainment controls
- identify monitoring and incident management best practices
- identify best practices for vulnerability management, tracking, and resolution activities

## Supplier Transitioning

- identify the purpose of Code Escrow during supplier transitioning
- identify contracts best practices during supplier transitioning

## Practice: Supply Chain and Software Acquisition

- identify best practices for assessing supplier risk, implementing supplier sourcing controls, and delivering software



# Creating a Basic Angular Application

## DESCRIPTION

Configuring the environment is the first step in the Angular app development process. In this course, you'll learn how to install and set up the prerequisite parts for creating an Angular development environment. The course will cover creating an app root module, root component, and also custom components as part of building a basic Angular application.

## TARGET AUDIENCE

Developers who want to learn how to use Angular 2 to create web apps

## OBJECTIVES

### Setting Up the Angular 2 Environment

- start the course
- install the NodeJS runtime
- install and update the node package manager
- install and set up a text editor with support for creating Angular 2 applications
- create and put in place configuration files Angular 2 relies upon
- download and install the Angular source files

### Creating an Angular Application

- create the root module for an Angular app
- create the root component for an Angular app
- create bootstrap logic needed to start up an Angular app
- create the index.html file that hosts an Angular 2 application
- set up global styles for an Angular 2 app
- start up an Angular application in a browser environment

### Working with Angular App Components

- create external template files for components
- create a new component in an Angular app
- set up a component-specific css when defining a component
- set up template expressions for runtime evaluation using curly braces
- bind html attributes to component values using square brackets
- bind html events to components using brackets
- set up two-way data binding between a component and its markup
- pass input data into a component using the @Input decorator

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Expected Duration (Minutes)

76

Prerequisites

None

- 
- pass event information out of a component using @Output and EventEmitter

### **Practice: Create a Simple Angular 2 Application**

- create and run a simple Angular 2 app

# Angular 2 Template Syntax, Directives, and Pipes

## DESCRIPTION

Angular comes with a template syntax, as well as some built-in directives and pipes that you can use as part of creating apps. This course will cover those built-in features as well as describe how to create custom directives and pipes based on app requirements.

## TARGET AUDIENCE

Developers who want to learn how to use Angular 2 to create web apps

## OBJECTIVES

### Angular Template Syntax

- start the course
- set single classes on elements in Angular 2 using a class binding
- set simple inline styles on elements in Angular 2 using style bindings
- avoid null and undefined values in properties and property paths

### Angular Built-in Directives

- set multiple classes on elements using `ngClass`
- toggle element rendering based on set conditions
- set multiple styles on elements using `ngStyle`
- display one element tree from a set of multiple possible trees
- present multiple elements in a concise way
- use the `ngFor` directive along with an index value
- optimize `ngFor` performance by providing a tracking function
- modify html layout using templates
- create and use a custom attribute directive

### Angular Pipes

- easily convert text case of a string
- easily display data in a JSON format
- easily display data in an appropriate currency format
- slice strings and lists before display in Angular apps
- easily display formatted dates using the date pipe and display substrings or subsets using the slice pipe
- create and use a custom pipe

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Expected Duration (Minutes)

76

Prerequisites

None



## Practice: Creating Angular 2 Pipes

- create and use a custom pipe in an Angular 2 application

# Creating and Maintaining Forms

## DESCRIPTION

Collecting data via Forms and Inputs is typically a major part of web apps. This course will cover how to create forms in Angular using both a template-driven approach and an alternative model-driven approach. This course will also cover form validation and submission.

## TARGET AUDIENCE

Developers who want to learn how to use Angular 2 to create web apps

## OBJECTIVES

### Working with Template-driven Forms

- start the course
- create a model class to back an Angular form
- create a component class to support an Angular form
- create template markup to display an Angular form
- bind form input fields to component properties
- set up variables within templates that can be used to access elements
- set up two-way binding in a form with `ngModel` and `ngModelChange`

### Working with Form State

- use class changes to determine when form is changing state
- use CSS to display visual cues depending on whether a form is valid or invalid
- use form state to display informative error messages depending on whether a form is valid or invalid
- easily reset a form in Angular
- submit a form using `ngSubmit`

### Working with Model-driven Forms

- setup `ReactiveFormsModule` need to work with model driven forms
- create a component class to support an Angular model driven form
- create an html view for a model driven form
- define an initialize a `FormGroup` instance to back a model driven form
- link `FormControl` objects to html inputs
- set default form values at some point in time after form has been initialized
- set default values for individual form controls at some point in time after form has been initialized
- detect and respond to changes in model driven forms

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Expected Duration (Minutes)

79

Prerequisites

None



## Practice: Creating Angular 2 Forms

- create a model-driven form in Angular 2

# Client-side Routing and Using HTTP

## DESCRIPTION

Angular apps are typically front-end based and therefore client-side dominant. This course will cover setting up client-side routes and navigation in an Angular app. This course will also cover how to use HTTP requests to communicate with a server from within an Angular app.

## TARGET AUDIENCE

Developers who want to learn how to use Angular 2 to create web apps

## OBJECTIVES

### Angular 2 Routing Basics

- start the course
- install the modules needed for Angular routing
- set up routes for an Angular application
- set up a router-outlet element to display routed views
- use the RouterLink directive to define navigation links
- separate routing into distinct modules in an Angular app
- group components together to create feature specific modules that can be imported into larger Angular apps
- define and use child routes for use in external modules

### Angular 2 Services

- create custom services for use in Angular apps
- inject and make use of a custom Angular service

### Working with Route Parameters

- use the Angular router to perform explicit routing from within a controller class
- use the ActivatedRoute service in a component to access details like route parameters
- use the Angular router to pass optional parameters while navigating
- define child routes that display relative to parent components and router outlets
- define and use named router outlets as secondary destinations in Angular apps

### Working with Promises and Observables

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Expected Duration (Minutes)

131

Prerequisites

None

- 
- import and install Angular's HttpClientModule for use in an app
  - retrieve data from the network into an Angular app
  - use the observable object in an Angular app
  - use observable route parameters to facilitate component re-use in Angular 2
  - restrict access to app routes by using the CanActivate guard
  - detect when apps attempt to navigate away from certain routes and allow or cancel the navigation

## **Practice: Creating Angular 2 Routes**

- create an Angular 2 app capable of handling client-side routes



# Using Animation and Supporting Mobile Devices

## DESCRIPTION

Angular app experiences are made richer by using animations and also ensuring that apps display and perform well on mobile devices. This course will cover the basics of animation in Angular and also the basics of using NativeScript to make Angular apps cross platforms.

## TARGET AUDIENCE

Developers who want to learn how to use Angular 2 to create web apps

## OBJECTIVES

### Working with Simple Animations

- start the course
- import the necessary functions for animating an Angular app
- create animation triggers to define animations
- set up states that can animate to and from
- set up transitions between animations states
- attach an animation to a view element
- use the wildcard state to match any animation state
- use the void state to set up enter and leave animations

### Working with Keyframe Animations

- set up complex animations with keyframes
- configure timing for animations that happen in parallel
- use callbacks to take action when an animation starts or ends

### Creating Mobile Apps with NativeScript

- install the NativeScript CLI
- create a new app using the NativeScript CLI
- initialize platform specific projects
- run a NativeScript app in a mobile emulator
- use NativeScript UI elements to create app interface
- use NativeScript built-in layouts to help define app interface
- use css to style NativeScript apps
- set up routing for NativeScript mobile apps
- set up animations for NativeScript mobile apps
- access device specific APIs from NativeScript

ID

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Expected Duration (Minutes)

81

Prerequisites

None



## Practice: Animating Angular Apps

- add animations to an Angular 2 app

# Testing Angular Apps

## DESCRIPTION

Testing is a major part of the app development process. This course covers setting up a test environment, creating unit tests, executing unit tests, and debugging Angular applications.

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Expected Duration (Minutes)

91

Prerequisites

None

## TARGET AUDIENCE

Developers who want to learn how to use Angular 2 to create web apps

## OBJECTIVES

### Setting up a Test Environment

- start the course
- install the Jasmine test framework
- install the Karma test runner
- create a test spec file and define a unit test
- execute unit tests and view results
- debug unit tests using breakpoints

### Testing Pipes and Services

- test custom pipes you create
- test custom services you create
- test custom services that make use of external dependencies

### Testing Components

- create an Angular testing module using Testbed
- test custom components you create
- use the detectChanges method effectively in Angular 2 testing
- set up async compilation for components that use external templates and stylesheets
- set up test stubs that can be used when components depend on services
- test custom components that depend on services with async functionality
- test custom components that are decorated with inputs and outputs
- test components that are embedded in other components
- test components that make use of Angular routes
- test components while ignoring template elements that are irrelevant to those tests
- test custom attribute directives you create

### Practice: Testing an Angular App



- create and execute unit tests to verify expected functionality in an Angular app

# Angular Security and the Angular CLI

## DESCRIPTION

Securing Angular apps ensures user data and resources are safe from malicious agents. This course covers best practices relating to Angular web apps as well as supporting authentication via web tokens. This course also covers the Angular command line interface that provides utilities, which make working with Angular even easier.

## TARGET AUDIENCE

Developers who want to learn how to use Angular 2 to create web apps

## OBJECTIVES

### Angular 2 Security Fundamentals

- start the course
- identify best practices that can be followed to make apps more secure
- identify Angular built-in support for defending against XSS
- use DomSanitizer to bypass Angular's default url security
- identify Angular built-in support for defending against XSRF

### Angular 2 Authentication

- install a library that facilitates working with JSON web tokens
- create a service capable of checking that a user is authenticated
- implement login and logout functionality
- restrict access to front end routes which require authentication
- implement transmission of authenticated requests to a server

### Working with Angular CLI

- install the Angular command line interface on a development machine
- create a new app using the command line
- create app components using the command line
- create app directives using the command line
- create custom pipes using the command line
- create custom services using the command line
- create separate modules using the command line
- create and configure routes using the command line

### Practice: Using Angular CLI

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Expected Duration (Minutes)

67

Prerequisites

None



- use AngularCLI commands to create a working Angular app

# Creating Styles with CSS3 and Styling Text

## DESCRIPTION

CSS3 has a range of styling options for text and list presentation. In this course, you will learn how to use rule sets to create styles, how to group and apply styles, and how to apply styles for effective content display.

## TARGET AUDIENCE

Web developers who want to learn CSS3 syntax, create styles and style sheets, and how to use CSS3 to style text

## OBJECTIVES

### Introducing CSS

- start the course
- introduce CSS3 and demonstrate how styles can be applied to content
- describe user agent stylesheets and override them with a CSS Reset
- demonstrate how to use a rule set to apply a CSS style
- describe how CSS styles are inherited and cascaded
- describe how to implement inline CSS styles and discuss their drawbacks
- implement internal CSS styles
- reference external CSS style sheets

### Working with Selectors

- describe basic CSS selectors including the universal, type and id, and class selectors
- group CSS selectors using child and sibling combinators
- use CSS attribute selectors to apply styles based one or more of an element's attributes
- describe CSS pseudo-classes, reasons for their use, benefits and drawbacks, and use pseudo-classes to apply styles
- describe CSS pseudo-elements, reasons for their use, benefits and drawbacks, and use pseudo-elements to apply styles
- modify the specificity of a CSS selector

### Text Styling

- use the CSS3 font face rule to apply a web font face
- use CSS properties to style text
- use CSS properties such as direction, text-align, text-indent, text-spacing, and

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Expected Duration (Minutes)

86

Prerequisites

None



word-spacing to position text

- use CSS text decoration (including level 3 shorthand)
- use CSS pseudo selectors to style the first letter or line of a paragraph

## **Working with Lists**

- use CSS to style lists
- use CSS to create custom bulleted lists

## **Practice: Styling Text and Lists with CSS3**

- practice styling text with CSS3



# Styling Page Elements using CSS3

## DESCRIPTION

CSS3 has a wide range of options for configuring web page elements. In this course, you will learn how to work with color, apply borders, and other styling features to elements. You will also learn how to configure tables with CSS3 for effective presentation of content such as spreadsheet and calendar data.

## TARGET AUDIENCE

Web developers who want to learn how to use the features of CSS3

## OBJECTIVES

### Working with Elements

- start the course
- use CSS to add a border to an element
- use CSS to add rounded borders to an element
- use CSS to add blurred edges to an element
- use CSS to add elliptical corners to an element
- use CSS to add a drop shadow to an element
- contrast display and visibility in CSS and use these features

### Color and Page Elements

- use CSS to manipulate color
- contrast and use CSS opacity or RGBA settings to make an element transparent
- use CSS to set a background image or color for a page or other element
- use CSS to apply linear gradients to an element
- use CSS to apply radial gradients to an element
- use CSS3 to create gradient text

### Spans, Divs, Shapes and the Cursor

- configuring spans with CSS
- style divs with CSS
- use basic CSS to draw shapes such as triangles
- use CSS to change the mouse cursor

### Tabular Data

- use CSS to style tables
- use CSS to apply cell and table borders and to remove white spaces between cells when borders are applied

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Expected Duration (Minutes)

110

Prerequisites

None

- 
- use CSS to specify alternate table row colors
  - use CSS to change a row color when hovered over
  - use CSS properties to format spreadsheet data in tabular format
  - use CSS to display calendars

### **Practice: Styling Page Elements**

- use CSS to style different elements on a html page

# Navigation Elements and Animations with CSS3

## DESCRIPTION

Effective navigation is a key element of good site design. CSS3 contains many features that allow you to configure and style navigation elements. In this course, you will learn how to apply these features and you will also learn how to use CSS3 animations to create dynamic and attractive sites.

## TARGET AUDIENCE

Web developers who want to learn how to use the features of CSS3

## OBJECTIVES

### Navigation

- start the course
- use CSS to style links
- use CSS to style a list to generate a vertical and horizontal nav bar and display descriptive information
- use CSS to style nested lists for multilevel navigation
- configure tabbed navigation using CSS
- use lists and CSS to create flyout menus
- use CSS to configure drop-down menus
- use CSS to style a site map
- use CSS to apply basic rollover effects to navigation options
- use CSS to apply rollover images with an image sprite in navigation elements

### Transitions and Transforms

- use 2-D transforms of CSS to manipulate elements
- use 3-D transforms of CSS to manipulate elements

### Animations

- use CSS to apply transitions to elements
- use simple CSS keyframe animations
- use CSS to apply basic animations to elements
- apply advanced CSS animation techniques

### Practice: Creating an Animated Menu

- practice creating an animated menu using CSS3

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Expected Duration (Minutes)

79

Prerequisites

None

# Forms, Positioning, and Layout with CSS3

## DESCRIPTION

Forms are key components for many web sites and CSS3 has a range of options for configuring form elements. CSS3 also includes positioning and layout options to optimize your site presentation. In this course you will learn how to apply CSS3 to forms, how to use positioning features of CSS3 and how to use CSS3 columns and the CSS3 box model for layout.

## TARGET AUDIENCE

Web developers who want to learn how to use the features of CSS3

## OBJECTIVES

### Working with Forms

- start the course
- use CSS to style a form
- use CSS to style Submit buttons
- insert images in form fields using CSS
- use CSS to highlight fields when they gain focus
- use CSS to style form fields according to the validity of their input
- use CSS to group related fields in a form
- use CSS to style a range slider on a form
- use CSS to style a short form as a paragraph with inline fields
- use CSS to modify form input

### Positioning

- contrast how block and inline elements display
- use CSS to implement static and fixed positioning of elements
- contrast fixed and relative positioning and use CSS to implement relative positioning of elements
- specify the stacking order with z-index
- contrast the CSS margin and padding properties
- use CSS to wrap text around an element
- use CSS to overlap text on an image
- use CSS to implement floating elements in your layout
- use the CSS clear property to improve presentation of other elements after floated elements
- overlap divs using CSS3

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Expected Duration (Minutes)

114

Prerequisites

None

- 
- use CSS margin auto value to center a layout horizontally and auto value, absolute value and declared height for vertical centering
  - use CSS techniques to create a thumbnails gallery

## **CSS Layout**

- use CSS to create a column layout
- use CSS box model to create a layout
- use the CSS box-sizing property

## **Practice: Working with Layouts using CSS3**

- practice working with layouts using CSS3

# Advanced Options, Responsive Web Design, and Management with CSS3

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## DESCRIPTION

CSS3 specifications include new and sophisticated options for layout and graphics. However, it is crucial to implement responsive web design which takes account of devices and browser support for CSS3 features. Additionally, you may want to harness scripting languages such as JavaScript to manage CSS3 styles as they become more complex. In this course, you will learn about the latest specifications for layout and graphics in CSS3, you will learn how to implement responsive web design, and you will learn how to manage CSS styles with scripts.

Expected Duration (Minutes)

103

Prerequisites

None

## TARGET AUDIENCE

C# Developers with basic knowledge of Windows Store app development who want to learn how to configure a Windows Store app to capture and stream media and interact with sensors and devices; individuals preparing for the exam 70-485 Advanced Windows Store Apps Development Using C#

## OBJECTIVES

### Advanced Layout Models


- start the course
- use the CSS3 FlexBox for layout
- outline the support for CSS3 grid and use it for layout
- outline the support for CSS3 regions and use them for layout
- outline the support for CSS3 exclusions and use them for layout

### Advanced Graphics Features

- outline support for and implement the CSS3 Shapes specification
- outline support for and implement the CSS3 Filters specification
- outline support for and implement CSS3 masking
- outline support for and implement CSS3 clipping and blending

### Responsive Web Design

- use CSS media queries to tailor content for specific devices
- use CSS to display content correctly on multiple screen sizes
- use Modernizr to detect CSS3 feature support
- use CSS to configure responsive images

- 
- use CSS to resize elements dynamically
  - use CSS3 to generate content

## **Managing CSS with Scripts**

- access an element's CSS styles with JavaScript
- change an element's CSS styles with JavaScript
- access CSS style sheets with JavaScript
- add a CSS style sheet with JavaScript
- remove a CSS style with JavaScript
- enable or disable a CSS style sheet with JavaScript
- manipulate CSS with jQuery

## **Practice: Responsive Design and Style Management**

- implement advanced experimental CSS3 features and a responsive web design

# Extending CSS3 with Sass and Less

## DESCRIPTION

Despite its increasing flexibility and functionality, CSS does not include functionality such as nesting, functions, and the use of variables. Sass and Less pre-processors can be used to extend CSS, providing greater functionality and power and maintenance for your stylesheets.

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Expected Duration (Minutes)

96

Prerequisites

None

## TARGET AUDIENCE

Developers with knowledge of CSS3 who wish to learn how to extend the functionality of CSS with the Sass and Less pre-processors

## OBJECTIVES

### Introduction to Sass

- start the course
- outline the features of Sass and how to install and use it, outline Sass syntax and create a Sass stylesheet
- outline the features of SassScript - variables, data types, operations, and use the interactive shell to work with SassScript

### CSS Extensions in Sass

- work with nested CSS rules and reference parent selectors using Sass
- work with nested CSS properties in Sass

### Using Sass @-Rules and Directives

- use the @import rule in Sass, use partials and nested @imports
- use nested @media queries
- use the @extend directive in Sass
- use the @extend directive for multiple and chained extends
- use control directives in Sass
- use the @at-root directive in Sass
- use the @warn and @debug directives in Sass

### Mixins and Functions in Sass

- use @mixin in Sass
- work with functions in Sass

### Practice: Working with Sass

- use Sass to extend CSS3



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## Using the Less CSS Pre-processor

- describe Less, and how it can be used; install and use Less
- work with variables in Less
- work with the Extend pseudo-class in Less

### Mixins in Less

- work with mixins in Less
- pass rulesets to mixins in Less
- use recursive mixins to create loop structures in Less
- work with mixin guards and CSS guards in Less

### Import Directives and Selectors in Less

- work with import directives in Less
- use & to reference parent selectors and to generate selectors in a list

### Practice: Extending CSS3 with Less

- use Less to extend CSS3

# Drupal 8 First Look

## DESCRIPTION

Drupal is a user-friendly Content Management System or CMS that automates or eases the most common web site development requirements. In this course, you will learn the basic installation process, how to add and manage content, and the roles and permissions for users.

## TARGET AUDIENCE

Anyone new to Drupal or installing Drupal for the first time

## OBJECTIVES

### Installation

- start the course
- describe what Drupal is and where it is best suited to be used
- describe the system requirements for installing Drupal
- recall some important details regarding the differences between Drupal content and normal web page content
- create a local development environment with Vagrant Drupal Distribution
- install Drupal in a local development environment

### Content Management

- describe different Drupal content types
- create a taxonomy
- use a taxonomy
- manage content types
- modify the menus
- describe what the core modules are
- describe how to use fields
- create content
- edit content
- create a custom content type
- configure custom content types
- change site information
- describe what blocks are
- describe what views are
- create custom views
- edit a view
- edit a block
- configure block layout on the page

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Expected Duration (Minutes)

171

Prerequisites

None

- 
- configure image settings
  - create a Really Simple Syndication or RSS feed
  - make modifications to a sidebar

## **Users**

- describe the relationship between roles and users
- create a new user role
- create a new user
- configure permissions for a user

## **Practice: Drupal Basics**

- perform basic tasks with Drupal

# Introduction to HTML5

## DESCRIPTION

This course covers the use of HTML5 for building web pages. It covers the basic HTML document structure and some of the most common elements that go into a web page.

## TARGET AUDIENCE

Individuals with no experience with HTML who wish to learn the basics of creating a web page

## OBJECTIVES

### Establishing a Development Environment

- start the course
- select an editor that can edit an HTML5 Document
- configure a development environment for HTML5
- apply tools to validate an HTML5 Document

### HTML5 Syntax

- describe the markup language used to create an HTML5 document
- describe how tags are used to create an HTML5 document

### Introduction to HTML5 Structure

- apply the !DOCTYPE declaration to an HTML5 document
- define the structure of an HTML5 document
- create the basic head section in an HTML5 document
- create the basic body section in an HTML5 document

### HTML5 Meta Tags and Comments

- create the basic document structure for an HTML5 document
- apply meta tags to an HTML5 document
- use the new meta tags introduced in HTML5
- create comments in HTML5

### Basic HTML5 Tags

- describe how the paragraph tag is used in HTML5
- create paragraph and line break tags in an HTML5 document
- create heading tags in an HTML5 document

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Expected Duration (Minutes)

142

Prerequisites

None

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## HTML5 Coding Best Practices

- describe best coding practices for HTML5
- describe how to space and format code in an HTML5 document

## HTML5 Hyperlinks

- describe how to create a hyperlink in HTML5
- use a hyperlink in an HTML5 document
- create an in-site hyperlink in an HTML5 document
- create an e-mail link in an HTML5 document
- specify when to use an Absolute versus a Relative link

## Fonts and Special Characters

- apply font styling to an HTML5 document
- use special characters in an HTML5 document

## Practice: Working with HTML5

- understand how HTML5 is used to generate a web page

# HTML5 Layout

## DESCRIPTION

HTML5 has many page layout and data presentation elements that can be used to display your data. In this course, you will learn about some of the more advanced, but very common and useful, page and data formatting elements. You'll also learn about the new elements that HTML5 introduces to make page layout semantic.

## TARGET AUDIENCE

Individuals who can create a basic web page but now want to create a more intuitive or graphical web page

## OBJECTIVES

### HTML5 Page Objects

- start the course
- describe when to use block level and inline elements in HTML5
- describe how to use the div tag in an HTML5 document
- describe how to position objects in an HTML5 document
- describe how to use logical divisions and spans in HTML5

### Basic HTML5 Structure

- create the basic page layout structure for an HTML5 document
- specify the format for a basic page layout in an HTML5 document

### HTML5 Lists

- describe how lists can be created in HTML5
- create a list in an HTML5 document
- specify how to configure a list in HTML5

### HTML5 Tables

- describe how tables can be created in HTML5
- create a table in an HTML5 document
- specify how to configure tables in HTML5

### HTML5 Basic Formatting

- apply color to an HTML5 document
- create clickable hotspots on an image in HTML5

### Working with Images

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Expected Duration (Minutes)

154

Prerequisites

None

- 
- add images to an HTML5 document
  - configure the size of an image in HTML5
  - configure the way text will wrap around images in HTML5

## Articles and Sections

- describe how the article and section tags are used in HTML5
- describe the difference between semantic and structural elements in HTML5
- specify how the address and cite tags have changed in HTML5
- describe how the details and summary tags are used in HTML5
- describe how the header and footer tags are used in HTML5
- describe how the figure and figcaption tags are used in HTML5
- specify how, and when, the nav tag should be used in HTML5

## Inserting Video with HTML5

- add video to an HTML5 document
- add Flash to an HTML5 document

## CSS3 Border Styles

- create a border using CSS3 in an HTML5 document
- create a rounded border using CSS3 in an HTML5 document

## Practice: Working with HTML5

- use the common and useful, page and data formatting elements to give your HTML5 page an intuitive layout

# HTML5 Forms

## DESCRIPTION

HTML5 is the new standard for web development from the W3 Consortium. In this course, you will look at using HTML5 forms, and in particular, the new input types and input validation features that HTML5 provides. You'll learn about the different elements and how they can reduce the amount of work required to handle data entry.

## TARGET AUDIENCE

Web developers who need to handle data entry and input from a web page

## OBJECTIVES

### The HTML5 Form Tag

- start the course
- describe the purpose of the form tag in an HTML5 document
- add the form section to an HTML5 document
- describe form field attributes that can be used in HTML5
- specify how the value and name form attributes are used in HTML5

### Selection Form Fields

- create a password and textarea form field for data input with HTML5
- create a radio button in HTML5
- create a checkbox in HTML5
- create a drop-down list in HTML5

### HTML5 Form Input Types

- use the color chooser attribute in HTML5
- use the number field in HTML5
- create a color input in HTML5
- use the color picker in HTML5
- add a number chooser field to an HTML5 document
- add a range slider to an HTML5 document
- add a numerical range to a range slider with HTML5
- use the range slider in HTML5
- add a calendar to an HTML5 document
- configure a date input field in HTML5

### Submitting Form Data

- describe how to submit HTML5 form data

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Expected Duration (Minutes)

160

Prerequisites

None



- describe how to submit a file to a server using HTML5

## **Validation and Completion Attributes**

- describe when to use the HTML5 novalidate form attribute
- describe the use of placeholders in HTML5 forms
- choose when to use required and placeholder attributes in an HTML5 document
- use the autocomplete form attribute in HTML5
- choose when a datalist would be the right container for an HTML5 document
- add a datalist to an HTML5 form
- configure email form validation in HTML5
- describe the basics of regular expressions and their use in HTML5
- apply regular expressions to form input fields in HTML5

## **Form Input Attributes**

- specify which field on a form will get the initial focus in an HTML5 document
- describe how the form input tag works in an HTML5 document
- describe how the action attribute can affect how a web page will act when it is submitted in HTML5
- describe how the target attribute can be used in HTML5
- describe how, and when, to set the min and max attributes for an input element in HTML5

## **Practice: Working with HTML5 Forms**

- test your understanding of the various form field attributes

# HTML5 APIs and Media

## DESCRIPTION

HTML5, its APIs, and JavaScript provide a powerful tool to create robust, rich, dynamic web pages. Using these tools and client-side features of the browser allows developers to create dynamic, media rich, and very interactive sites for their users to interface with. In this course, you'll learn about the basic building blocks for building highly dynamic, fast, and reactive web pages.

## TARGET AUDIENCE

Advanced web developers who need or want to add dynamic client-side interactivity to a web page

## OBJECTIVES

### APIs, Elements, and Selectors

- start the course
- describe how to drag and drop files using the File API in HTML5
- use geolocation data in an HTML5 document
- select elements using `querySelector` from within an HTML5 document
- select a group of elements using `querySelectorAll` from within an HTML5 document
- use the query selector tools to find the first instance of an element within an HTML5 document
- match multiple elements using selectors from within an HTML5 document

### Web Storage and Files

- describe how to use session storage within an HTML5 document
- create and use a local storage object within HTML5
- select files using the File API in HTML5

### Working with XML

- describe the use and purpose of XML in HTML5
- describe the basic features of AJAX in an HTML5 document
- describe how to use the `XMLHttpRequest` API in HTML5
- apply `XMLHttpRequest` API calls to load a server file into an HTML5 web page
- use the `XMLHttpRequest` API to swap an HTML page in an HTML5 document

### HTML5 Debugging

- describe the browser best practices when using HTML5
- describe how to check for browser support for HTML5

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Expected Duration (Minutes)

168

Prerequisites

None

- troubleshoot issues with HTML5 documents

## **Working with Media in HTML5**

- describe how to play audio files in HTML5
- describe how to play video files in HTML5
- configure the source attribute for audio and video files in HTML5
- describe how to use the Audio and Video APIs in HTML5
- describe how to obtain time-related information in HTML5

## **Advanced Media Techniques in HTML5**

- use media events in an HTML5 document
- configure preloading, looping, and mute settings on audio and video media in HTML5
- describe how dynamic sourcing of audio and video content works in HTML5
- describe how audio and video MIME types are set in HTML5
- describe how information about the playback of media can be retrieved in HTML5

## **Practice: Web Page Development Using HTML5**

- develop a robust, rich, and dynamic web page using HTML5 APIs and media

# HTML5 and CSS3

## DESCRIPTION

HTML5 and CSS3 provide all the parts necessary to create a visually stunning web page. HTML5 provides all the structure and bones of the web page while CSS3 provides the color, smoothness, layout, and visual impression of the web page. In this course, you will learn the basics of manipulating a web page by using CSS3. You'll also learn some of the basic structure for CSS3 and some of the styling options available.

## TARGET AUDIENCE

Web page designers and builders who need to manipulate the visual presentation of a web page

## OBJECTIVES

### Introduction to CSS3

- start the course
- describe the relation that CSS3 has with HTML5
- recognize and describe the structure of the CSS3 syntax for HTML5
- use inline CSS3 styles in an HTML5 document
- add an attachment link to include a file in an HTML5 document
- create a CSS3 style sheet file for HTML5
- apply CSS3 syntax to add style to an HTML5 document

### Basic CSS3 Usage

- use inline CSS3 in an HTML5 document
- add an external CSS3 style sheet to an HTML5 document
- describe why using an external CSS3 style sheet is better than doing it within an HTML5 document
- perform modifications to HTML5 tags using CSS3
- apply formatting to an HTML5 table in order to alternate the row colors using CSS3

### Block Elements

- describe the block elements used in HTML5
- create styled HTML5 lists using CSS3
- use CSS3 to manipulate DIVs in an HTML5 document
- created styled HTML5 list bullets using CSS3
- apply CSS3 to small sections of the HTML5 web page by using SPAN tags

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Expected Duration (Minutes)

142

Prerequisites

None

## Referencing HTML Objects

- describe how ID and class attributes added to HTML5 tags can allow for fine grain CSS3 styling
- create CSS styles that will apply to only an element with a given ID in an HTML5 document
- create CSS styles that will apply to all elements with the given class in an HTML5 document
- add style to a hyperlink in an HTML5 document using CSS3
- add CSS3 style to a hyperlink's hover and visited states in a HTML5 document

## Overriding CSS3 Styles

- use CSS3 to change the color of visited links in an HTML5 document
- describe how to apply a style only to the child elements, also referred to as nested elements, of an element in an HTML5 document
- describe how to change, add, or remove a style to a single element that already has a CSS3 style applied in an HTML5 document
- use CSS3 to hide or display HTML5 objects

## Practice: Creating an HTML Page Using CSS3

- apply CSS styles to HTML pages

# HTML5 Layout with CSS3

## DESCRIPTION

HTML5 and CSS3 complement each other nicely; however, CSS3 has the ability to control the very layout of the HTML5 document. CSS3 allows you to overlap, align, and even place HTML5 objects side-by-side. In this course, you'll learn the basics of how to manipulate the HTML5 objects to format them into the layout you desire. You'll also learn about the use of CSS3 and HTML to create navigation menus and the new nav tag that HTML5 introduced.

## TARGET AUDIENCE

Developers who wish to use the new features of HTML5 and CSS3 to provide their users with a visually pleasing and easy to use web page

## OBJECTIVES

### Changing the Direction of Text

- start the course
- apply a direction to text in an HTML5 document
- apply a rotation to text in an HTML5 document
- apply a rotation to divs in an HTML5 document

### Manipulation Techniques Using CSS3

- add an alignment to text in an HTML5 document
- specify the position for text to appear in an HTML5 document
- specify the position for an object to appear in an HTML5 document
- create overlapping divs to provide visual layering in an HTML5 document
- describe how and when relative positioning should be used in an HTML5 document
- apply overlapping text to an image in an HTML5 document

### Modifying Divs Using CSS3

- create a navigation bar by nesting divs in HTML5
- describe how to use divs and CSS3 to add basic animation to an HTML5 document
- create a clickable div that will act like an HTML5 button
- apply the necessary CSS styles in order to place divs side by side in an HTML5 document
- add the CSS necessary to center a div layout in an HTML5 document
- use CSS3 to modify a hyperlink's appearance in an HTML5 document
- apply vertical alignment to the content of an HTML5 div

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Expected Duration (Minutes)

131

Prerequisites

None

## How to Create a Dropdown Menu

- describe how to create a basic navigation menu using HTML5 divs
- describe how to use CSS3 to format a navigation menu in an HTML5 document
- apply a background image to an HTML5 div menu
- use CSS3 to change the mouse cursor when it is over an element in an HTML5 document
- describe how to apply an animation to a div image on a mouse hover in HTML5
- create a navigation menu using the HTML5 nav tag
- create a flyout menu using CSS3 and HTML5 lists
- apply a gradient fill to an HTML5 list

## Practice: Manipulate and Format the HTML5 Objects

- use the common CSS3 formatting strategies to provide an ordered and visually pleasing layout to your HTML5 page

# HTML5 and Advanced CSS3

## DESCRIPTION

CSS3 provides a rich environment for manipulating images and text using animation and transforms. CSS3 with HTML5 can accomplish many graphical transforms and animations that used to require Javascript or other third party libraries. In this course, you'll learn to work with different transforms and animations provided by CSS3; for example, to rotate, skew, and scale HTML5 objects.

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Expected Duration (Minutes)

156

Prerequisites

None

## TARGET AUDIENCE

Web designers at all levels who need or want to use the advanced animation and transformation techniques of CSS3 in HTML5 documents

## OBJECTIVES

### The CSS3 Transform Property

- start the course
- apply a transform to rotate an object in an HTML5 document
- distort an object using the transform matrix in an HTML5 document
- describe how to apply a 3D transformation to an object in an HTML5 document
- use a transform to position an object in HTML5
- add scaling to an object using a transform in HTML5
- apply a transform to skew an object in HTML5
- use a transform to add a perspective to an object in an HTML5 document

### Animating with CSS3

- describe how to use CSS3 to create an animation in HTML5
- create an animated picture using CSS3 in an HTML5 document
- describe how CSS3 animation keyframes are used in HTML5
- cycle the color of a div using CSS3 animation in an HTML5 document
- rotate objects using CSS3 animation in an HTML5 document
- describe some of the advanced CSS3 animation techniques available in HTML5

### Modifying a Document Using CSS3

- use CSS3 to change a web site's background color in an HTML5 document
- use CSS3 to change a web site's background image in an HTML5 document
- describe how to use CSS3 styles to modify background images in an HTML5 document





## Columns and Image Alignment

- apply CSS3 styles to create columns and flow text in an HTML5 document
- describe how and when to use image alignment in HTML5

## Advanced CSS3 Techniques

- describe CSS3 pseudo selectors in HTML5
- apply CSS3 pseudo selectors to an HTML5 document
- use CSS3 drop shadows in an HTML5 document
- apply CSS3 linear gradients in an HTML5 document
- create radial gradients in CSS3 in an HTML5 document
- create gradient text using CSS3 in an HTML5 document
- add transparency to objects in HTML5 using CSS3
- use CSS3 to change the range slider style in an HTML5 document
- draw triangles using CSS3 in HTML5

## Practice: HTML5 and Advanced CSS3

- demonstrate how to programmatically apply CSS3 transitions and animations, 2D and 3D transforms

# HTML5 and JavaScript

## DESCRIPTION

HTML5 and JavaScript is the standard for creating highly interactive and responsive web pages. Using the latest features of HTML5, CSS3, and JavaScript can minimize development time while providing a rich environment for the users who interact with your web site. In this course, you will learn the basic building blocks of JavaScript and how it can interact and manipulate HTML5 and CSS3.

## TARGET AUDIENCE

Web developers who need to learn or need a refresher in how JavaScript works and how it integrates with an HTML5 document

## OBJECTIVES

### Introduction to JavaScript

- start the course
- describe what JavaScript is and how it is used in the browser to manipulate HTML5
- navigate to a URL with a button
- pop up a window using JavaScript
- describe JavaScript alert, confirm, and prompt pop-ups
- describe debugging techniques

### JavaScript Syntax

- describe JavaScript punctuation
- describe external vs. internal JavaScript
- include JavaScript code in an HTML5 document
- use JavaScript in HTML tags
- describe how to format JavaScript code for easy maintenance and readability in HTML5

### JavaScript Basics

- add, use, and work with variables in JavaScript and HTML5
- use math operators in JavaScript
- use conditional statements in HTML5
- use JavaScript for and while loops
- control loops using break and continue
- use labels with JavaScript statements
- use substrings with JavaScript
- describe JavaScript functions

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Expected Duration (Minutes)

136

Prerequisites

None

- 
- pass values to JavaScript functions
  - pass HTML object information to JavaScript functions

## **Fundamental JavaScript Implementation**

- Reading the content of HTML objects
- Change the content of HTML objects
- Access HTML classes
- Change the class of HTML objects
- Modify CSS3 styles using JavaScript
- Access and change HTML tags

## **Practice: Create an Interactive Web Page**

- Create an Interactive and responsive HTML Page

# HTML5 Graphics and Canvas

## DESCRIPTION

HTML5 and the canvas provide a significant improvement to graphic capabilities on the web. The canvas can be used for interactive or very details drawing within a web page and SVG can be used to ensure the quality of your images are not lost due to scaling on all screen sizes. In this course, you'll learn the fundamentals of using both SVG and the HTML5 canvas and how they'll allow your web site to scale and dynamically display or draw graphics.

## TARGET AUDIENCE

Web designers or developers who need to have fine or interactive control over graphics on an HTML5 web page

## OBJECTIVES

### HTML5 SVG Graphics

- start the course
- describe Scalable Vector Graphics (SVG) and its use in creating high quality images in HTML5
- add an SVG drawing to an HTML5 page that draws a line
- use SVG to draw a rectangle in an HTML5 document
- describe how SVG can be used to make a rectangle with rounded corners in an HTML5 document
- use SVG to draw circles and ellipses in an HTML5 document
- use SVG to add polyline drawings in an HTML5 document
- use SVG to add text to an HTML5 document
- describe how to rotate SVG objects in HTML5
- work with SVG to place text on a path in an HTML5 document
- add transparency to an SVG object in an HTML5 document

### The HTML5 Canvas

- describe the HTML5 Canvas and why it would be used
- use the canvas in an HTML5 document
- apply size constraints to a canvas to have it fit the size of the screen in an HTML5 document
- describe how to move the canvas in an HTML5 document
- describe how to rotate the canvas in an HTML5 document

### Basic Canvas Drawing

- use HTML5 to draw lines on the canvas

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Expected Duration (Minutes)

124

Prerequisites

None

- 
- use HTML5 to render text on the canvas
  - draw rectangles on the canvas using HTML5
  - use HTML5 to draw arcs and curves on the canvas
  - describe how circles can be drawn to the canvas using HTML5
  - perform canvas operations to load and display a bitmap graphic in an HTML5 document

## **Color and the HTML5 Canvas**

- set the color of the canvas using HTML5
- use HTML5 to place an image on the canvas
- describe how gradients can be created on a canvas in an HTML5 document
- use HTML5 to clear the canvas

## **Canvas Tracking and Animating**

- work with the HTML5 canvas to track objects
- describe how to track mouse coordinates in an HTML5 canvas
- describe how to create basic animations using the HTML5 canvas
- perform object rotation in HTML5 canvas

## **Practice: Creating a Graphic in HTML5**

- how to add graphic on an HTML page

# Advanced HTML5

## DESCRIPTION

HTML5 is the standard for web development. As it becomes more entrenched in everything from enterprises to small businesses, the functionality of traditional desktop apps and their ability to function under even offline conditions requires that HTML5 provide the sophistication of an almost desktop-like experience over the web. New HTML5, CSS3, and Javascript features have made this a reality. In this course, you will learn about using advanced features of the browser, offline storage, and web development for mobile use.

## TARGET AUDIENCE

Web developers who need to use the most powerful features of HTML5, CSS3, and JavaScript to create responsive and interactive web pages

## OBJECTIVES

### Making Web Elements Editable

- start the course
- describe the various ways users can edit form elements in HTML5
- describe how content from editable form fields can be manipulated and used in HTML5
- use CSS3 and Sprites to animate a menu in an HTML5 document
- apply box-sizing properties to an element to fit boxes in an HTML5 document
- create a dropdown menu using CSS3 in an HTML5 document

### Browser Functionality and Detection

- describe how to detect the browser type in HTML5
- describe how to detect HTML5 features that a browser supports
- describe how to check a browser for video support in an HTML5 document
- use Video Format Support detection in HTML5
- use HTML5 to detect canvas support in a browser
- describe how to detect canvas text support in HTML5

### HTML5 and Mobile Devices

- use HTML5 features to design web sites that are mobile friendly
- describe how to detect a browser's screen resolution in HTML5
- describe how to detect and change screen orientation for applicable devices in HTML5

### HTML5 Tags

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Expected Duration (Minutes)

115

Prerequisites

None

- 
- use the date and time tags in an HTML5 document
  - apply highlighting to text using the HTML5 mark tag
  - use the keygen tag to generate a key in an HTML5 document
  - use the wbr tag to control when a line break will occur if a line break is needed in an HTML5 document
  - describe how to use the dialog tag in an HTML5 document

## **Working with Storage and Files**

- describe how web storage objects are created and used in HTML5
- describe how to check for HTML5 File API support
- use the File API to read a file in HTML5
- use FileReader to display thumbnail images in an HTML5 document

## **Practice: Web Development for Mobile Use**

- implement file and storage APIs

# Advanced Features of JavaScript, CSS3 and HTML5

## DESCRIPTION

HTML5, CSS3, and JavaScript provide a variety of advanced features for creating highly interactive and responsive web pages. In this course you will learn how to utilize JavaScript to create timers and marquees, implement drag and drop in HTML5, access and validate form data, and manipulate forms with CSS3. You will also learn how to handle events and include meters and progress indicators in an HTML5 page.

## TARGET AUDIENCE

Web developers who need to use the most powerful features of HTML5, CSS3, and JavaScript to create responsive and interactive web pages

## OBJECTIVES

### JavaScript Implementation

- start the course
- use JavaScript to create an HTML5 document that will display the time
- create a Countdown timer in JavaScript that will display in an HTML5 document
- use JavaScript timers to delay an action from occurring in an HTML5 document
- create a scrolling marquee on an HTML5 document
- use confirm to get confirmation from a user before executing an action in HTML5
- describe how user input can be captured from a prompt
- describe how drag and drop can be used in an HTML5 document

### JavaScript and Forms

- access form data
- validate form data
- add HTML elements to a web page
- modify form elements

### Manipulating Forms with CSS3

- use CSS3 to modify the form inputs of an HTML5 document
- use CSS3 to add style to an HTML5 submit button
- describe how to insert images into an HTML5 form field using CSS3

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Expected Duration (Minutes)

130

Prerequisites

None



- use CSS3 to change the style of an HTML5 form

## **HTML5 Events and Event Listeners**

- describe event properties and why they are used in HTML5
- describe the basics of the browser event model in HTML5
- use an event object in an HTML5 document
- create a second generation, or programmatically created, listener in HTML5

## **HTML5 Meters and Progress**

- use the meter tag in an HTML5 document
- use the progress tag in an HTML5 document
- apply CSS3 styles to a progress bar to customize it in an HTML5 document

## **Practice: Form Validation and Feedback**

- create and validate HTML5 forms

# Introduction to HTML5 and CSS

## DESCRIPTION

This course covers HTML5 and CSS3. It focuses on fundamentals and provides demonstrations of how to create styles and web pages. This course is part of a series of courses, which will help you prepare for the Microsoft 70-480 exam.

## TARGET AUDIENCE

Experienced web and software developers who are interested in taking the Microsoft 70-480 exam

## OBJECTIVES

### Introducing HTML5

- start the course
- define the basic elements of HTML5 with Visual Studio 2017
- recognize the various types of browser support for HTML5
- recognize the elements that make a basic page structure in HTML5

### HTML5 Semantic Elements and Layout Basics

- demonstrate new and deprecated elements in HTML5
- recognize various semantic elements in HTML5
- recognize various HTML5 layout containers
- demonstrate HTML5 to create a basic page
- recognize the relationship between HTML5 and CSS3

### Styling HTML5

- define the concept behind using CSS and its structure
- demonstrate styling HTML5 elements with CSS
- define CSS styling concepts
- define the CSS box model
- recognize CSS positioning

### Practice: Working with HTML5 and CSS

- recognize HTML5 and CSS basic architecture

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Expected Duration (Minutes)

78

Prerequisites

None

# Styling HTML5 and JavaScript

## DESCRIPTION

This course provides an in-depth perspective in styling HTML5 and an introduction to JavaScript. It also covers the use of JavaScript and various implementations. This course is part of a series in preparing for the Microsoft 70-480 exam.

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Expected Duration (Minutes)

73

Prerequisites

None

## TARGET AUDIENCE

Experienced web and software developers who are interested in taking the Microsoft 70-480 exam.

## OBJECTIVES

### Styling HTML5 Elements

- start the course
- recognize how to further manipulate elements by using transform, show, and hide methods
- recognize CSS inheritance

### Introducing JavaScript

- recognize compatibility versions and the role of JavaScript in web page development
- define the basic syntax of JavaScript including variables and arrays
- define the DOM including the JavaScript's operators and math objects

### JavaScript Programming Fundamentals

- recognize the JavaScript variables and the process of establishing their scope
- define JavaScript conditional statements and how to use them
- define Loops in JavaScript and how to use them
- recognize JavaScript objects and methods

### JavaScript Implementation

- recognize the purpose of using JavaScript implementations
- recognize the inline and external JavaScript implementations and why to use them

### Practice: Styling HTML5 and JavaScript

- recognize more styling principles with HTML5 and the use of JavaScript with HTML5

# Advanced HTML5 and JavaScript

## DESCRIPTION

This course dives into HTML5 and demonstrates the functionality of JavaScript, including integrations, validations, and form creation. This course is part of a series in preparing for the Microsoft 70-480 exam.

ID

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Expected Duration (Minutes)

69

Prerequisites

None

## TARGET AUDIENCE

Experienced web and software developers who are interested in taking the Microsoft 70-480 exam

## OBJECTIVES

### JavaScript Object Oriented Programming

- start the course
- recognize OOP principles and apply them to JavaScript
- recognize how to use the HTML5 canvas and SVG graphics
- recognize how to use prototypes to implement inheritance
- recognize how to create custom objects and their methods

### HTML5 Form Creation and Validation

- create a basic layout container to fulfill the objective for the exam
- demonstrate the process of creating a form
- validate user input using JavaScript
- validate user input using HTML5 form attributes
- define the use of encapsulation and inheritance in JavaScript

### Practice: JavaScript OOP and HTML5 Forms

- define the OOP structure and demonstrate how to create elements in JavaScript

# HTML5 APIs and Local Data Storage

## DESCRIPTION

This course will guide you through the various HTML5 APIs, including audio and video, web storage, and offline APIs. This course is part of a series in preparing for the Microsoft 70-480 exam.

## TARGET AUDIENCE

Experienced web and software developers who are interested in taking the Microsoft 70-480 exam

## OBJECTIVES

### Introduction to HTML5 APIs

- start the course
- recognize the role of HTML5 APIs
- recognize how to use selectors
- recognize how to implement the Drag and Drop API
- define the Geolocation API

### File and Storage APIs

- recognize HTML Audio and Video
- define the Web Storage API
- recognize how to implement offline applications
- define the AppCache API

### Practice: HTML5 APIs and Local Data Storage

- recognize the concepts of using the HTML5 APIs and data storage

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Expected Duration (Minutes)

47

Prerequisites

None

# More Advanced HTML5 and CSS3

## DESCRIPTION

This course demonstrates the process of styling in detail, using more complex methods including the addition of jQuery and CSS3 selectors. This course is part of a series in preparing for the Microsoft 70-480 exam.

## TARGET AUDIENCE

Experienced web and software developers who are interested in taking the Microsoft 70-480 exam

## OBJECTIVES

### HTML5 Text and Block Elements with CSS3

- start the course
- recognize the process of styling HTML5 text
- use custom fonts in HTML5
- modify border properties in HTML5
- work with background images in HTML5
- recognize how to position within a context

### Styling HTML5 with a Web Site

- configure gradients using CSS3
- use CSS3 selectors
- define pseudo classes and elements and describe how to use them in CSS3
- implement style inheritance in CSS3

### CSS3 Selectors with jQuery

- recognize the process of configuring with DOM elements using jQuery selectors
- implement jQuery filters on DOM elements
- recognize the process of selecting DOM elements by their attributes

### Practice: Complex HTML5 and CSS3

- recognize text and block elements within a context of HTML5 and CSS3

ID

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Expected Duration (Minutes)

47

Prerequisites

None

# Advanced CSS

## DESCRIPTION

In this course, you will learn the advanced features of CSS, including creating content layouts and manipulating the CSS based on the device media characteristics. This course aligns with the Microsoft 70-480 exam.

## TARGET AUDIENCE

Experienced web and software developers who are interested in taking the Microsoft 70-480 exam

## OBJECTIVES

### Content Layout

- start the course
- create and style a multi-column layout with a fixed number of columns
- create and style a grid content layout
- use CSS Exclusions to wrap text in order to surround elements
- use CSS Regions to dynamically flow data into regions on a web page

### Media Queries

- use CSS Media Queries to detect the capabilities of a device and style content based on those characteristics
- work with Media Query characteristics to adjust styling to create a responsive design
- use the print media type to style a web page differently when it is printed

### Practice: Advanced CSS Styling

- use Content Layouts and Media Queries to style a web page

ID

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Expected Duration (Minutes)

43

Prerequisites

None

# WordPress Introduction and Basic Configuration

## DESCRIPTION

WordPress is a free and open source blogging tool and a content management system. There are many new features in the latest version, WordPress 4.1. The new default theme, Twenty Fifteen, is a responsive design that lets your writing take center stage. In this course, you will learn how to install and configure WordPress as well as how to work with content, themes, and plugins.

## TARGET AUDIENCE

Web site designers who want to become more familiar with WordPress and its functionality

## OBJECTIVES

### Installing and Upgrading WordPress

- start the course
- identify when WordPress is an appropriate solution
- install WordPress using the Web interface
- describe the differences between WordPress.org and WordPress.com
- describe how to install different WordPress themes
- perform the installation of different WordPress plugins
- use the functionality to upgrade WordPress, themes, and plugins

### Dashboard and Settings

- describe the WordPress dashboard and its features
- describe the WordPress administration menu and admin bar
- configure some of the settings for reading and writing
- configure some of the settings for media and permalinks

### Working with Content

- create and edit a standard post
- manage posts with categories and tags
- describe how to create a new page
- compare the differences between posts and pages
- work with HTML
- work with shortcodes
- work with various media file types
- define what feeds are in WordPress

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Expected Duration (Minutes)

159

Prerequisites

None



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## Working with Themes

- identify the different elements of the customizer
- recognize when and how to use widgets
- get additional widgets
- perform menu creation within themes
- recall how headers and backgrounds are applied
- work with a starter theme and theme framework

## Working with Plugins

- describe how plugins work
- evaluate different plugins
- troubleshoot plugins

## Practice: Getting to know WordPress

- recognize how WordPress and its components operate.

# WordPress Networking and Security

## DESCRIPTION

WordPress is an open-source content management system used by more than 23% of the top 10 million web sites. WordPress 4.1 provides a new distraction-free writing mode – editing tools fade away when you are writing and come back when you need them. In this course, you will learn how to build and configure multisite networks and perform the critical security measures.

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Expected Duration (Minutes)

105

## TARGET AUDIENCE

Web site designers who want to become more familiar with WordPress and its functionality

Prerequisites

None

## OBJECTIVES


### Setting Up Multisite Networks

- start the course
- describe the different requirements for a multisite environment
- update the wp-config file
- update the .htaccess file
- make different configurations to the network
- create a new site
- enable themes for use on sites
- create and configure network user accounts
- recall how to update the network
- set up MU domain mapping
- add the domain name
- export web site data
- back up all the site information

### Performance and Security

- back up the database and files
- change the database table prefix
- describe what caching is and how it is used in WordPress
- configure secure logins
- recall why and how to remove the meta generator tag
- apply different file level permissions
- change file locations
- recall how to monitor for security problems

### Beginning Theme and Plugin Development

- 
- configure different theme and plugin files
  - identify what the core files are and recall why they should not be altered
  - work with hooks
  - use the options and settings APIs
  - write a secure theme and plugin

### **Practice: Secure WordPress Networking**

- set up and configure WordPress networking and security

# WordPress Advanced Themes and Administration

## DESCRIPTION

WordPress is one of the most powerful, versatile, and flexible content management systems, making it a great choice for every kind of Web project. It is also a free open-source blogging tool. In this course, you will learn how to create and manage themes, perform administration, and look into the options when considering to move your site.

## TARGET AUDIENCE

Web site designers who want to become more familiar with WordPress and its functionality

## OBJECTIVES

### Creating a Theme

- start the course
- build theme files
- describe template files
- describe how the template hierarchy is used
- recall how and when to use conditional tags
- describe different theme functions
- modify themes using the best practice of creating child themes
- create custom post types and fields
- applying custom post types and fields
- recall how the loop works
- modify the loop
- access post information outside the loop
- increase search engine optimization
- add stylesheets
- add JavaScript
- create theme frameworks for large sites
- recognize different database errors and what they indicate
- recall how to implement responsive design elements

### Administration

- create and configure user accounts
- describe the different roles that can be applied

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Expected Duration (Minutes)

106

Prerequisites

None



## Site Transfers

- move a site
- recall what to consider for a site move

## Practice: Working with Themes and Administration

- Recognize how your site operates and administer it

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