



TOPIC LIST

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FROM ROCKHURST UNIVERSITY CONTINUING EDUCATION CENTER

Are you looking for training that really makes a difference? Thousands of business professionals—like you—know an on-site training course from National Seminars Group/Padgett-Thompson delivers. We have 20 years of experience, hundreds of topics, and the best trainers in the business. Plus you'll get a dedicated training consultant to help you put together the program you want. Choose your training solution, sit back and we'll do the rest!

Thank you for your help in coordinating the two-day workshop we recently held. I appreciate the professionalism and personal care you have provided, from beginning to end, in arranging the details of this workshop.

DIANA BENNETT,
NORTH EAST INDEPENDENT
SCHOOL DISTRICT



ROCKHURST
UNIVERSITY
CONTINUING EDUCATION
CENTER, INC.

National Seminars Group
Padgett-Thompson

CONTACT US:
6901 West 63rd Street
Shawnee Mission, KS
66202-4007
(800) 344-4613
fax (913) 384-1169

CERTIFICATION PROGRAMS

Administrative Assistant Certificate Program* (ZAAOC) (half-day content, half-day application)

- Module 1 Professionalism (ZA1P)
- Module 2 Communication, Part 1 (ZA2C)
- Module 3 Communication, Part 2 (ZA3C)
- Module 4 Customer Service (ZA4C)
- Module 5 Business Writing (ZA5W)
- Module 6 Conflict Management (ZA6C)
- Module 7 Organization and Time Management (ZA7O)
- Module 8 Management, Critical Thinking and Decision Making (ZA8M)

Business Professional Certification Program* (ZBPOC) (half-day content, half-day application)

- Module 1 Professionalism (ZB1P)
- Module 2 Communication, Part 1 (ZB2C)
- Module 3 Communication, Part 2 (ZB3C)
- Module 4 Customer Service (ZB4C)
- Module 5 Business Writing (ZB5W)
- Module 6 Conflict Management (ZB6C)
- Module 7 Organization and Time Management (ZB7O)
- Module 8 Management, Critical Thinking and Decision Making (ZB8M)

Management & Leadership Certification Program* (ZMOC) (1 day content, 1 day application)

- Module 1 Leadership (ZM1L)
- Module 2 Management (ZM2M)
- Module 3 Communication (ZM3C)
- Module 4 Coaching (ZM4B)
- Module 5 Organization (ZM5O)
- Module 6 Change Management (ZM6D)

Business Essentials Series (YBEOC) (half-day Modules)

- Module 1 Business Grammar (UBG)
- Module 2 Business Writing (UBW)
- Module 3 Business Math (UBM)

- Module 4 Business Finance for Non-Financial Professionals (UBF)
- Module 5 Managerial and Cost Accounting: Basic Principles (UBCAB)
- Module 6 Managerial and Cost Accounting: Advanced Techniques (UBCAA)
- Module 7 E-Mail Writing for Business (UBEM)

The High-Performance Sales Certification Program* (ZSOC) (half-day content, half-day application)

- Module 1 Basic Sales Techniques (1 day program, no application) (ZS1)
- Module 2 Prospecting, Cold Calling, Closing and Finding New Accounts (ZS2)
- Module 3 Consultative and Relationship Selling (ZS3)
- Module 4 Negotiation Skills (ZS4)
- Module 5 Value-Added Selling (ZS5)
- Module 6 Telephone Sales (outbound skills) (ZS6)
- Module 7 Inbound Sales Strategies (ZS7)
- Module 8 Handling Objections and the Difficult Sales Customer (ZS8)
- Module 9 Making a Powerful Sales Presentation (ZS9)
- Module 10 Project Management, Organization and Time Management for the Sales Consultant (ZS10)

Through the Customer's Eyes Certification Program® (TTCE) (1-hour modules; completed in one day)

- Module 1 Why Customer Service Matters
- Module 2 What Customers Want
- Module 3 Essential Customer Service Skills Part 1
- Module 4 Essential Customer Service Skills Part 2
- Module 5 Handling Complaints and Dealing with Angry People
- Module 6 Customer Service as a Strategic Marketing Tool & Customer Service Teams

All modules are available as single day programs, with the exception of those in the Through the Customer's Eyes Certification Program.

*Each module within this certification program also includes a separate application component. Exceptions noted.

www.nationalseminarstraining.com

World-class training.

Thank you for your help in making this program a reality for our group. I was amazed at the ease of the planning and set up process involved with a two-day seminar! I also appreciated the fact that a special manual was created for us and the presenter was able to include one of our spreadsheets as an actual example. You exceeded my expectations in all respects!

MARCIA NIELSEN
THE BRICKMAN GROUP, LTD.

Customer Service

- Basics of Knock Your Socks Off Customer Service® (PCZ)
- Handling Difficult & Demanding Customers (PZF)
- How to Achieve Excellent Customer Service (CSAM)
- Delivering Unbeatable Customer Service Over the Phone (SER)
- Delivering Exceptional Customer Service in the Public Sector (LACS)
- Coping Skills for Customer Service Professionals (KCJ)
- Customer Service for Health Care Professionals (PHE)
- Positive Phone Skills (PHONE)
- Survival Skills for the Help Desk (PDA)
- 2 Day–Knock Yours Socks Off Customer Service® (PZE)
- 2 Day–Through the Customer’s Eyes® (CS2T2)
- Customer Service Conference (CS122)
- Through The Customer’s Eyes Certification Program® (TTCE)
- The Mastery of Customer Service Certification Program (MCS)
- Business Professional Certification Program: Module 4 Customer Service (ZB4C)

Leadership

- Creative Leadership Crash Course (CCCL)
- The Excellence in Leadership Certification Program (XNL)
- Interpersonal Skills for Effective Leaders (LINT2)
- Creativity Day Camp for Managers & Supervisors (LC242)
- Secrets to Creating and Sustaining an Energized, Engaged, and Effective Workplace (ENRGY)
- 2 Day–Strategic Planning (SPLN2)
- Secrets to Creating Electrifying Employee Performances (PDP)
- Management & Leadership Certification Program: Module 1 Leadership (ZM1L)
- Management & Leadership Certification Program: Module 2 Management (ZM2M)
- Management & Leadership Certification Program: Module 3 Communication (ZM3C)
- Management & Leadership Certification Program: Module 4 Coaching (ZM4B)
- Management & Leadership Certification Program: Module 5 Organization (ZM5O)
- Management & Leadership Certification Program: Module 6 Change Management (ZM6D)

Management Essentials

- Management & Leadership Skills for First-time Supervisors & Managers (MNS2)
- Management Skills for First-Time Supervisors (NHTSP)
- Conducting Employee Performance Evaluations (PEV)
- Communicating with Tact & Skill for Managers & Supervisors (NHT1)
- How to Motivate Manage & Lead a Team (PNN)
- New Managers Toolkit: Workshop for New or Prospective Supervisors (PAK)
- Step-By-Step Guide To Supervising Employees (KNO)

- 2 Day–Essential Skills for First Time Managers (KEW)
- How to Give Employee Performance Reviews (EVAL)
- Assertiveness Skills for Managers and Supervisors (MNSK1/KBS1)
- Supervising Off-Site Employees Who Are Out-Of-Site... But Not Out-Of-Mind (KXE)
- Keys to Effectively Supervising People (SSUP)
- Basic Supervision (PBS/KBS)
- How to Deal With Unacceptable Employee Behavior (KCD/PBS1)
- Conflict Management & Confrontation Skills Workshop: Everything You Always Wanted to Know About Conflict Management (PRP)
- 2 Day–The Ultimate Supervisor’s Workshop (SUP2)
- Smart Interviewing Skills (IVWAM)
- Interviewing People (IVWPM)
- Recruiting & Interviewing Skills (FIHP)
- Managing Human Resources & the Law (HLAW)
- 2 Day–How to Better Manage Multiple Locations (KLQ2)
- Management & Leadership Certification Program: Module 1 Leadership (ZM1L)
- Management & Leadership Certification Program: Module 2 Management (ZM2M)
- Management & Leadership Certification Program: Module 3 Communication (ZM3C)
- Management & Leadership Certification Program: Module 4 Coaching (ZM4B)
- Management & Leadership Certification Program: Module 5 Organization (ZM5O)
- Management & Leadership Certification Program: Module 6 Change Management (ZM6D)

Writing/Grammar

- 2 Day–Business Writing & Grammar Skills (GW2)
- Business Grammar for Busy Professionals (GPS)
- Better Business Writing Workshop (PQW)
- 2 Day–Technical Writing Workshop (TW2)
- How to Write Better & Faster (COM1)
- How To Be A Better Proofreader (KRO)
- How to Develop Newsletters (NEWS2)
- Grammar and Proofreading (GPRF)
- Proofreading (PRFAM)
- How To Write Killer Copy (PWY)
- Grammar Made Easy (GRMPM)
- How To Be A Better Technical Writer (KTH)
- Powerful Writing Skills (SWS)
- How To Write User Manuals (KZN)
- Business Writing (BW2)
- 2 Day–Technical Writing (XTWR2)
- Business Professional Certification Program: Module 5 Business Writing (ZB5W)
- Business Essentials Series (half-day modules): Module 1 Business Grammar (UBG)

TRAINING &

- Business Essentials Series (half-day modules): Module 2 Business Writing (UBW)
- Business Essentials Series (half-day modules): Module 7 E-Mail Writing for Business (UBEM)

Teamwork

- Leadership & Team Building Game (LTBE)
- How to Build a Better Team (KTW)
- Manager's Guide to Employee Privacy (PRV)

Human Resources

- Conducting Employee Performance Evaluations (PEV)
- 2 Day—Human Resources & the Law (PLI2)
- Preventing Sexual Harassment: How to Minimize Organizational Risk (SXHR)
- Basics of Human Resources Law (PBE)
- Roger Herman's Employee Retention Boot Camp® (RHRC)
- Basics of Writing Policies & Procedures (KPP)
- Untangling the Confusing Web of ADA, FMLA & Workers' Comp Regulations (PBT)
- Employee Retention Strategies (PER)
- 2 Day—Essentials of Human Resources (PKQ2)
- Managing HR in Small or Mid-Sized Companies (PSZ)
- How to Deliver Powerful Orientation Programs (KKR)
- Complete Guide to Wage & Hour Law (KNJ)
- EEO—Personnel Law Update (PHL)
- Employment Law Update (PJB)
- Targeting Hiring Techniques (PZQ)
- 2 Day—Recruiting, Interviewing, & Hiring Top Performers (PDG)
- How to Legally Fire Employees (LFIRE)
- FLSA Compliance and the HR Department (FLSAM)
- Best Practices for Managing and Controlling Health Care Costs (HCOST)
- Writing Effective Job Descriptions (JOBAM)
- Emerging Issues in HR: A Legislative Update (LGPM)
- HR for People New to HR (NPKQ)
- Producing Effective Orientation and Training Programs (ORTPM)
- Job Hunter's Guide to Resume Writing (JHRW)
- Job Hunter's Guide to Interviewing (JHINT)
- Sensitivity Training (SENSI)
- Keys to Preventing Violence & Aggression in the Workplace (WVS)
- Preventing Employee Lawsuits (HRLAW)

Training

- Powerful Communication Skills for the Workplace (PCC)
- How to Be a Better Trainer (KTR)
- 2 Day—High Impact Training Skills for Professional Trainers (TRN2)
- How to Design Training Programs (So That Anyone Can Present it Successfully) (PDS)
- Developing Successful Training Programs for the Workplace (Intermediate Instructional Design) (STP2)

- Training Best Practices (TRBP)
- Train the Trainer (TRTR)
- Trainer's Creativity Day Camp (TC222)

Coaching and Motivation

- Essential Coaching Skills (COACH)
- Coaching, Mentoring, and Team-Building (CLEAD)
- Coaching and Mentoring (CMSM)
- Coaching & Team Building Skills (PAG)
- Coaching & Counseling Skills for Managers (PET/KCC)
- How to Motivate Others (MOT)
- Motivation Techniques (EPERF)
- 1001 Ways to Motivate People (MOTP)
- Beyond Basic Supervision: Advanced Supervisory Skills (PAB)
- Personnel Law for Supervisors & Managers (LAW)
- Management & Leadership Certification Program: Module 2 Management (ZM2M)
- Management & Leadership Certification Program: Module 4 Coaching (ZM4B)

Change Management

- Change Management (CHNGE)
- Workplace Politics: How to Survive & Thrive (MOP)
- Managing Emotions At Work (PEA)
- Managing During Times of Change (PCH)
- Management & Leadership Certification Program: Module 6 Change Management (ZM6D)

Special Audiences

- Leadership and Supervisory Skills for Women (LSW/LSSW)
- Management Skills for Health Care Supervisors (PSH)
- 2 Day—Fundamentals of Supervision in the Public Sector (FOS)
- The Women's Professional Development Conference (The Women's Leadership Conference) (WH212/WH312)
- Managing Contracts and Contract Labor (MCCL)
- Women's Conference 2006 (WC121)
- Conference for Professional Women (WX532)
- Women's Conference 2006 (WX122)

Finance, Accounting, Payroll and Collections

- Super Effective Techniques for Collecting Accounts Receivable (CAR)
- Sales & Use Tax Seminar (PUT)
- Building Budgeting Skills (FNAC1/BMS)
- 2 Day—Finance & Accounting Basics for Non-Bean Counters (FNAC2)
- How To Legally Collect Accounts Receivable (SCC)
- Financial Analysis for Business Professionals (FANLZ)
- Accounts Payable (APAY)
- Non-Financial Manager's Guide to Understanding Financial Statements (FIN)
- How to Develop & Write Accounting Policies & Procedures (KAG)
- Organizing & Managing Accounts Payable (PAY)

I have delivered training sessions to our team members and know the challenges that this group can pose, and our speaker has been added to my "heroes in life list." It is without a doubt that I would recommend both the curriculum and presenter that we were blessed to have with us today. There was no aspect of the training that I would change.

CHARLOTTE A. HEARN
ONE STOP WORKFORCE
CONNECTION

LEARNING



- 2 Day—The Essentials of Accounts Payable (PAY2)
- How to Better Organize, Control & Manage Accounts Payable (PYB)
- 2 Day—Controllers Workshop (P01)
- 2 Day—Effective Collection Techniques for Accounts Receivable (CAR2D)
- Advanced Strategies for Handling Really Tough-to-Collect Accounts (CAR1)
- Collections Law (CLAW)
- Enforcing Garnishments Quickly, Legally & Accurately (KUH)
- The Essentials of Payroll Management (PAYMG)
- 2 Day—Payroll Management (PYMG2)
- Complete Guide to Wage & Hour Law (KNJ)
- Coping with Payroll Hotspots (KQT)
- The Complete Guide to Payroll Management (PYMG2)
- New to You Accounts Payable (APAYN)
- Business Essentials Series (half-day modules): Module 3 Business Math (UBM)
- Business Essentials Series (half-day modules): Module 4 Business Finance for Non Financial Professionals (UBF)
- Business Essentials Series (half-day modules): Module 5 Managerial and Cost Accounting—Basic Principles (UBCAB)
- Business Essentials Series (half-day modules): Module 6 Managerial and Cost Accounting—Advanced Techniques (UBCAA)

Business Communication/Presentation Skills

- 2 Day—The Essentials of Communicating with Tact & Finesse (COM2)
- How to Build Exceptional Presentation Skills (PS)
- Handling People With Diplomacy & Tact (KBT)
- 2 Day—Communicating with Diplomacy & Tact (PKP2)
- Business Speaking Skills: How to Sound Polished When the Spotlight's On You (PSK)
- Communicating Professionalism in the Workplace (CPIW)
- How To Be A Super Communicator (PCI)
- 2 Day—Presentation Power (PXR)
- Speaking to Persuade (PSP)
- Think & Speak On Your Feet (PIS)
- Powerful Presentation Skills for Business Women (PZA)
- 2 Day—Executive Presentation Skills (EPS)
- Business Professional Certification Program: Module 1 Professionalism (ZB1P)
- Business Professional Certification Program: Module 2 Communication, Part 1 (ZB2C)
- Business Professional Certification Program: Module 3 Communication, Part 2 (ZB3C)
- Business Professional Certification Program: Module 6 Conflict Management (ZB6C)

Facilities Management

- 2 Day—How to Better Manage Multiple Locations (KLQ2)
- 2 Day—Complete Course on Facilities Management (KFA2)

- Emergency Management Planning for Your Business (KDR)
- 2 Day—Complete Course on Building Security (KJQ2)
- Fundamentals of Facilities Management (FACIL)
- Reducing Facilities Energy Costs (KCF)
- Basics of Facilities Management (KFC)
- One-Day Building Security (KSE)
- Facilities Manager Update (KYO)
- Supply Chain Management (SPLY2)

Interpersonal Skills

- How to Handle Difficult People (HHDP/FDSK1)
- How to Handle Conflict with Tact & Finesse (HTMC)
- Powerful Communication Skills for Women (PCW)
- Cultivating Winning Attitudes (NEGAT)
- How to Work with People (HTWWP)
- Powerful Listening Skills (LISTN)
- Diversity in the Workplace (DIVER)
- Dealing With Attitude Problems in the Workplace (ATUDE)
- Powerful Communication Skills for the Workplace (HHDP1)
- Teaching—Take This Job and Love It (TEACH)
- 2 Day—Interpersonal Skills for IT Professionals (XITC2)
- 2 Day—Interpersonal Skills for Managers and Leaders (XLIS2)
- Handling Conflict for Women (HCONW)
- Business Professional Certification Program: Module 8 Management, Critical Thinking and Decision Making (ZB8M)

Negotiation & Purchasing

- How To Be A “Tough As Nails” Negotiator (KNB)
- The How To's of Win-Win Negotiation (NGSK)
- Bargaining With Vendors & Suppliers (PVS)
- The Buyer's Guide to More Effective Purchasing Strategies (KVS)
- 2 Day—Survival Skills for Managing the Purchasing Function (KVA)
- 2 Day—The Complete Guide To Working Better With Suppliers (KNG2)
- New to You Bargaining with Vendors and Suppliers (NKVS)

OSHA

- OSHA Compliance & Workplace Safety (OSHA)
- 2 Day—The Essentials of OSHA Compliance (OSH2D/KOM)
- OSHA: Hot Topics & Issues: The Complete Course on OSHA Recordkeeping (OSHA1/KRQ)
- Basics of Accident Prevention & OSHA Compliance (KOY)
- OSHA & The Medical Industry (KFZ)
- 2 Day—Forklift Safety Training (KXJ)
- OSHA Regulations on Construction Sites (KYC)
- OSHA Ergonomics: A Compliance Update (PEW)
- Today's OSHA: A Compliance Update (KOA)
- The Conference on Worker Safety & OSHA Compliance (KOC)
- 2 Day—OSHA: The Complete Compliance Workshop (KOD2)
- 2 Day—How To Comply with CAL/OSHA (KKF2)

...I contacted several training organizations for information regarding bringing training to our site. National Seminars Group was the most responsive and helpful organization of all that I contacted. The Training Consultant that I worked with was more than happy to supply whatever information we needed to make the best choice concerning our training needs.

JILL GUADAGNOLI
PORT SYSTEMS, LLC

Guaranteed results.

Thank you for providing an outstanding training opportunity. Your company's "can do" attitude and interest in meeting our needs was apparent from the beginning. I appreciate your flexibility in building and delivering a class based upon our specific business needs.

TERESA EVANS
DEPARTMENT OF THE TREASURY

- 2 Day—CAL/OSHA Compliance: A Step-By-Step Guide to the SB198 Injury & Illness Prevention Requirements (KXO)
- Emergency Response Planning (ERPLN)
- New to You OSHA (OSHAN)

Productivity, Time Management & Organizational Skills

- Time Management & Organization Skills (TIMEO)
- 2 Day—Fundamentals of Effective Project Management (PM2)
- Life Balance and Stress Reduction Solutions (STRES)
- How to Handle the Challenges of Change (CHANG)
- How To Get More Organized (PGMO)
- Total Time Management (PGA)
- How to Manage Projects, Priorities and Deadlines (HOMP)
- How to Get Organized and Get it all Done (ORG)
- F.A.S.T. Reading: An Information Management Program (FAST)
- Thinking Outside the Lines (CCCL1)
- Project Management Skills in the Public Sector (LAPM)
- Shortcuts to Creating & Maintaining Organized Files & Records (PFRM)
- How to De-junk & De-stress Your Life (ORGST)
- Professional Skills Training in the Public Sector (LAPST)
- 2 Day—Office Administration Training in the Public Sector (LAOAS)
- Personal Time Management in the Public Sector (LAHMP)
- How To Better Organize Files & Records (PRN)
- Time Management: Take Charge of Your Time and Learn to Work Smarter, Not Harder (Time Tasks and Priorities) (PGMO1)
- Project Management for IT Professionals (PMIS2)
- Project Management (PROJM)
- How to Set and Achieve Goals and Objectives (GOALS)
- Business Professional Certification Program: Module 7 Organization and Time Management (ZB70)

Support—Admin/Secretarial/Receptionists

- Your Changing Role as an Administrative Professional (ASST)
- Safety & Security Measures for Front Desk Personnel (KOS)
- The Essentials of Managing the Front Desk (FDESK)
- 2 Day—Management Skills for Administrative Professionals (MSAP2)
- How To Be A Better Receptionist (KRT)
- Front Desk Survival Skills for Receptionists (KRR)
- Administrative Assistants Conference (PSO)
- Vital Management Skills for Today's Top Executive Assistants & Administrative Secretaries (PZD)
- Administrative Assistant Certificate Program: Module 1 Professionalism (ZA1P)
- Administrative Assistant Certificate Program: Module 2 Communication, Part 1 (ZA2C)
- Administrative Assistant Certificate Program: Module 3 Communication, Part 2 (ZA3C)
- Administrative Assistant Certificate Program: Module 4 Customer Service (ZA4C)

- Administrative Assistant Certificate Program: Module 5 Business Writing (ZA5W)
- Administrative Assistant Certificate Program: Module 6 Conflict Management (ZA6C)
- Administrative Assistant Certificate Program: Module 7 Organization and Time Management (ZA7O)
- Administrative Assistant Certificate Program: Module 8 Management, Critical Thinking and Decision Making (ZA8M)

Marketing

- Creative Marketing Conference (CM122)
- How to Develop Effective Marketing Plans & Competitive Strategies (MKTC2)
- Successful Direct Mail Strategies (PMB)
- 2 Day—Direct Marketing (XDMK2)
- 2 Day—Marketing Math and Finance (XMFN2)
- 2 Day—Business-to-Business Marketing (XB2B2)
- 2 Day—Creative Marketing Strategies (XSCM2)
- Copywriter Workshop (COPY2)
- 2 Day—How to Develop, Execute and Analyze Surveys (XHTSQ2)
- Internet Marketing Strategies (MOI2)
- Marketing Conference (MS132)
- How to Write Killer Copy (PWY)

Sales

- Relationship Selling Strategies (HMY)
- Selling More By Phone (KTP)
- Knock Your Socks Off Selling® (KSS)
- Selling with Science and Soul® (SSS)
- Cold Calling for Chickens, Cowards & Scaredy Cats (CLDAM)
- Top Sellers' Secrets to Overcoming Objections (CLDPM)
- The High-Performance Sales Certification Program: Module 1 Basic Sales Techniques (1 day program, no application) (ZS1)
- The High-Performance Sales Certification Program: Module 2 Prospecting, Cold Calling, Closing and Finding New Accounts (ZS2)
- The High-Performance Sales Certification Program: Module 3 Consultative and Relationship Selling (ZS3)
- The High-Performance Sales Certification Program: Module 4 Negotiation Skills (ZS4)
- The High-Performance Sales Certification Program: Module 5 Value-Added Selling (ZS5)
- The High-Performance Sales Certification Program: Module 6 Telephone Sales (outbound skills) (ZS6)
- The High-Performance Sales Certification Program: Module 7 Inbound Sales Strategies (ZS7)
- The High-Performance Sales Certification Program: Module 8 Handling Objections and the Difficult Sales Customer (ZS8)
- The High-Performance Sales Certification Program: Module 9 Making a Powerful Sales Presentation (ZS9)
- The High-Performance Sales Certification Program: Module 10 Project Management, Organization and Time Management for the Sales Consultant (ZS10)



SERVICE

Can't Find the Course You Need?

Would you like a course designed specifically for your company? Just let us know—we can mix elements from any of these core classes, develop a longer or shorter version of a class of interest to you, or create an entirely new course. If you don't see it listed here, don't worry we can create it for you. You choose the time and length of the training session that works best for your organization's needs and your training objectives. Would you like to train on weekends, lunch hours, by the shift, days or evenings? You choose. We come to you.

CONTACT US:

6901 West 63rd Street
Shawnee Mission, KS
66202-4007
(800) 344-4613
fax (913) 384-1169

Training in Spanish

- How to Resolve Customer Complaints (BWC)
Cómo Resolver las Quejas de los Clientes
- Basic Supervision (PBSS)
Supervisor Su Personal
- How to Prevent Sexual Harassment (SXHRS)
Previendo el Acoso Sexual: Cómo Minimizar el Riesgo Organizativo
- How to Manage Time and Organize Your Life for Professionals (TIMEOS)
Cómo Manejar el Tiempo y Organizar su Vida Profesional
- OSHA Compliance (OSHAS)
Seguridad en el Lugar de Trabajo y Cumplimiento con OSHA
- How to Work With People (HTWWP)
Cómo Trabajar con Gente
- Powerful Listening Skills (LISTN)
Eficaces Habilidades para Escuchar
- How to Build Motivated and Productive Work Teams (SDWT)
Cómo Desarrollar Equipos de Trabajo Motivados y Productivos
- Dealing With Attitude Problems and Unacceptable Behavior (ATUDE)
Soluciones Realistas para Confrontar Problemas de Personalidad en el Trabajo

Server Management /Back Office

- IT Security (ITSEC)
- 2 Day—Administering & Supporting Microsoft Windows NT (WINT2)
- 2 Day—Understanding, Administering & Troubleshooting Windows NT Registry (NTRG2)
- 2 Day—Administering & Supporting MS Windows 95 (WIN95)
- MS Windows NT Security in an Enterprise Environment (NTSEC)
- Windows Server 2003 (WINS2)

End User—Graphics Applications

- Powerful Presentation Skills (PS)
- 2 Day—Design Newsletters, Brochures, Ads, Reports (NEWS2)
- Powerful Presentation Tips, Techniques, Shortcuts (POWRP)
- Using Adobe Photoshop (PHOTO)
- Killer Creative Techniques Using Adobe Photoshop (PHOTC)
- Unlocking the Secrets of Photoshop (Mastering the Essentials of Adobe Photoshop) (PHOTX/PHTON)
- Adobe Photoshop WOW Workshop (PWOW)
- Using Adobe PageMaker (PAGE)
- Using Adobe Illustrator (ILLUS)
- Essentials of Printing & Prepress (PRTPP)
- 2 Day—Essentials of Prepress & Print Production (PRT2D)
- Scan it Right (PRAM1)

- Using Digital Photography (PRPM1)
- Digital Design Conference (DD132)
- Design and Page Layout (DESGN)
- 2 Day—Adobe Illustrator (PHTX1)

End User—Microsoft Office Applications

- Tips, Techniques, & Shortcuts—Microsoft Excel (EXCEL)
- Advanced Excel for the Power User (EXCL1)
- Microsoft Word—Becoming A Power Word User (WORD)
- Mastering the Essentials of Microsoft Access—Tips, Tricks & Shortcuts (ACCESS)
- Mastering the Basics of Microsoft Access (ACCES)
- Mastering Microsoft Office (MICRO)
- Excelling with PowerPoint (POWRT)
- The Daily User's Guide to EXCEL 2000 (PEX)
- Advanced Access for the Power User (ACES1)
- Understanding & Using Microsoft Access Advanced Techniques (ACCS1)
- Microsoft Front Page (FRONT)
- Windows 2000 (WIN2)
- Hands On Microsoft Project Management (MPHO2)
- PowerPoint Presentations (PWRCR)
- Advanced Training for Microsoft Excel (AXCEL)

Hardware & Networking

- 2 Day—Troubleshooting, Fixing & Upgrading PCs for Non-techies (TFPC2)
- Troubleshooting PC Hardware & Software—Advanced Techniques (PCT1)
- 2 Day—Hands-On Troubleshooting & Maintenance of the MAC (MACT2)
- Hands-On Troubleshooting MAC Hardware & Software—Advanced Techniques (MACT1)

The Web

- Essentials of Effective Web Site Development & Design (WEBD)
- Designing for the Web (DSGNW)
- E-Commerce & Web Marketing Strategies (EMKT)
- Microsoft Front Page (WFAM)
- Understanding & Using JavaScript (WJPM)
- Understanding & Using JavaScript for Non-Programmers (JAVAS)
- How To Revitalize Your Website (PWX)
- Doing Business On The Web (KBO)
- Internet Marketing Strategies (MOI2/PNZ2)
- Internet Marketing Conference (On-Line Marketing) (IW122)
- Search Engine Optimization (XSEO2/SEO12)