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AMERICAN COUNCIL ON EDUCATION

ACE EVALUATED CERTIFICATES FOR
COLLEGE CREDIT

ACE CERTIFICATIONS AVAILABLE

Digital Marketing Certificate (ACE Credits®)

Credits: PMI PDUs: 12; Leadership PDUs: 0.75; Strategic & Business Management PDUs: 6; Technical PM PDUs: 6.75; IACET CEUs: 3.3 (Contact Hours: 36 hours); HRCI Credits: 22.5 (Type: Specified - Strategic Business: 22.5); SHRM PDCs: 33; ACE Credits: 2

Time Limit: 365 Days to Complete Certificate

Cost: \$729

This online course introduces learners to the principles, strategies, and technology of digital marketing. Video commentary from marketing professionals provides insight into the challenges and best practices of the field. The self-paced course offers an assortment of interactive exercises, videos, selected readings, case studies, and self-assessments that engage students and provide opportunities to demonstrate their knowledge of digital marketing and practice relevant skills.

Courses Included in Certificate:

1. Digital Marketing Introduction Course (ACE CREDITS ®) – No activities to do – informational review of certificate.
2. [Digital Marketing Strategy](#) – Time Limit: 90 Days
3. [Content Marketing](#) – Time Limit: 90 Days
4. [Conversion Rate Optimization](#) – Time Limit: 90 Days
5. [Google Analytics](#) – Time Limit: 90 Days
6. [Marketing Automation](#) – Time Limit: 90 Days
7. [Mobile Marketing](#) – Time Limit: 90 Days
8. [Search Engine Optimization](#) – Time Limit: 90 Days
9. [Paid Search \(PPC\)](#) – Time Limit: 90 Days
10. [Social Media Marketing](#) – Time Limit: 90 Days
11. [Web Analytics](#) – Time Limit: 90 Days
12. Digital Marketing Final Exam (ACE CREDITS ®) – includes scheduling proctor and test time.

This course has been evaluated by The American Council on Education's College Credit Recommendation Service (ACE CREDIT®) with a recommendation of 2 credits, lower division, in business or marketing.

A student's grade in the course will be based on their performance on a final, cumulative exam. The final exam is composed of 50 multiple-choice questions. Students will have 2 hours to complete the exam. The exam is proctored.

If students do not earn a passing score of 70% on their first attempt, they will have the opportunity to take the exam 2 additional times (3 total attempts). Students must wait 24 hours between exam retakes. A passing score of 70% of the above is required to request college credit for this certificate.

Entrepreneurship Certificate (ACE Credits®)

Credits: IACET CEUs: 2.5 (Contact Hours: 28 Hours); HRCI Credits: 25 (Type: Specified – Strategic Business: 15, General 10); SHRM PDCs: 25; ACE Credits 2

Time Limit: 365 Days to Complete Certificate

Cost: \$779

This online course teaches essential skills and knowledge for entrepreneurs. Throughout five segments, learners will explore how entrepreneurs create successful ventures, and develop functional skills in management, accounting, marketing, and business law. The self-paced course offers an assortment of interactive exercises, videos, selected readings, case studies, and self-assessments that engage students and provide opportunities to practice entrepreneurial skills.

Courses Included in Certificate:

1. Introduction to Entrepreneurship Course (ACE CREDIT®) – No activities to do – informational review of certificate.
2. [Introduction to Entrepreneurship](#) – Time Limit: 90 Days
3. [Business Law for Entrepreneurs](#) – Time Limit: 90 Days
4. [Leadership and Management for Entrepreneurs](#) – Time Limit: 90 Days
5. [Strategic Marketing for Entrepreneurs](#) – Time Limit: 90 Days
6. Entrepreneurship Final Exam (ACE CREDITS®) -includes scheduling proctor and test time.

This course has been evaluated by The American Council on Education's College Credit Recommendation Service (ACE CREDIT®) with a recommendation of 2 credits, lower division, in entrepreneurship.

A student's grade in the course will be based on their performance on a final, cumulative exam. The final exam is composed of 40 multiple-choice questions. Students will have 1.5 hours to complete the exam. The exam is proctored.

If students do not earn a passing score of 70% on their first attempt, they will have the opportunity to take the exam 2 additional times (3 total attempts). Students must wait 24 hours between exam retakes. A passing score of 70% of the above is required to request college credit for this certificate.

Human Resource Management Certificate (ACE Credits®)

Credits: PMI PDUs: 6; Leadership PDUs: 1.75; Strategic & Business Management PDUs: 3; Technical PM PDUs: 1.25; IACET CEUs: 2.1 (Contact Hours: 24 Hours); HRCI Credits: 21 (Type: General: 18, Specified – Strategic Business: 3); SHRM PDCs: 19.5; ACE Credits: 2

Time Limit: 365 Days to Complete Certificate

Cost: \$559

This online course introduces learners to the basics of human resources management. Throughout seven segments, learners will explore the core goals and strategies of the HR function, examine best practices for employee selection and development, develop an understanding of compensation structures, and consider both the value of workforce diversity and laws relevant to its pursuit.

Courses Included in Certificate:

1. HR Management Introduction Course (ACE CREDIT®) – No activities to do – informational review of certificate.
2. [Introduction to Human Resource Management](#) – Time Limit: 90 Days
3. [Employee Selection](#) – Time Limit: 90 Days
4. [Talent Management and Career Development](#) – Time Limit: 90 Days
5. [Performance Management](#) – Time Limit: 90 Days
6. [Data and Human Resource Management](#) – Time Limit: 90 Days
7. [Compensation and Benefits](#) – Time Limit: 90 Days
8. HR Management Final Exam (ACE CREDITS®) -includes scheduling proctor and test time.

This course has been evaluated by The American Council on Education's College Credit Recommendation Service (ACE CREDIT®) with a recommendation of 2 credits, lower division, in human resource management.

A student's grade in the course will be based on their performance on a final, cumulative exam. The final exam is composed of 40 multiple-choice questions. Students will have 1.5 hours to complete the exam. The exam is proctored. For more information, please see the syllabus.

If students do not earn a passing score of 70% on their first attempt, they will have the opportunity to take the exam 2 additional times (3 total attempts). Students must wait 24 hours between exam retakes. A passing score of 70% of the above is required to request college credit for this certificate.

Nonprofit Management Certificate (ACE Credits®)

Credits: IACET CEUs: 4.1 (Contact Hours: 44 Hours); HRCI Credits: 32 (Type: General: 8, Specified – Strategic Business: 24); SHRM PDCs: 41; CFRE Points: 20; ACE Credits: 3

Time Limit: 365 Days to Complete Certificate

Cost: \$889

This online course introduces learners to current management issues for nonprofit organizations. Video commentary on these crucial topics provides insight into how nonprofit professionals apply key concepts in their own organizations. The self-paced course offers an assortment of interactive exercises, videos, selected readings, case studies, and self-assessments that engage students and provide opportunities to practice effective decision making in a nonprofit setting.

Courses Included in Certificate:

1. Nonprofit Management Introduction Course (ACE CREDIT®) – No activities to do – informational review of certificate.
2. [Strategy for Nonprofit Organizations](#) – Time Limit: 90 Days
3. [Leadership in a Nonprofit Organization](#) – Time Limit: 90 Days
4. [Nonprofit Board and Volunteer Development](#) – Time Limit: 90 Days
5. [Budgeting in a Nonprofit Organization](#) – Time Limit: 90 Days
6. [How to Read a Nonprofit Financial Statement](#) – Time Limit: 90 Days
7. [Fundraising for Nonprofit Organizations](#) – Time Limit: 90 Days
8. [Introduction to Grant Writing](#) – Time Limit: 90 Days
9. [Principles of Marketing for Nonprofit Organizations](#) – Time Limit: 90 Days
10. [Social Media for Nonprofits](#) – Time Limit: 90 Days
11. Nonprofit Management Final Exam (ACE CREDITS®) -includes scheduling proctor and test time.

This course has been evaluated by The American Council on Education's College Credit Recommendation Service (ACE CREDIT®) with a recommendation of 2 credits, lower division, in nonprofit management and leadership.

A student's grade in the course will be based on their performance on a final, cumulative exam. The final exam is composed of 40 multiple-choice questions. Students will have 1.5 hours to complete the exam. The exam is proctored. For more information, please see the syllabus.

If students do not earn a passing score of 70% on their first attempt, they will have the opportunity to take the exam 2 additional times (3 total attempts). Students must wait 24 hours between exam retakes. A passing score of 70% of the above is required to request college credit for this certificate.

Project Management Certificate (ACE Credits®)

Credits: PMI PDUs: 41; Leadership PDUs: 18; Strategic & Business Management PDUs: 6/5; Technical PM PDUs: 16.5; IACET CEUs: 4.1 (Contact Hours: 44 Hours); HRCI Credits: 37 (Type: General: 21, Specified - Strategic Business: 16); SHRM PDCs: 37; ACE Credits: 3

Time Limit: 365 Days to Complete Certificate

Cost: \$739

This online course introduces learners to the basics of project management. Throughout six segments, learners will practice the foundational skills of project management, consider the ethics involved in leading a team, and explore similarities and contrasts between Agile and Waterfall project management methodologies. The self-paced course offers an assortment of interactive exercises, videos, selected readings, case studies, and self-assessments that engage students and provide opportunities to practice project management skills.

Courses Included in Certificate:

1. Project Management Introduction Course (ACE CREDIT®) – No activities to do – informational review of certificate.
2. [Effectively Managing Project Stakeholders](#) – Time Limit: 90 Days
3. [Emotional Intelligence for Project Managers](#) – Time Limit: 90 Days
4. [Integrating Agile Into a Waterfall Environment](#) – Time Limit: 90 Days
5. [Ethics for Project Managers](#) – Time Limit: 90 Days
6. [Managing Real World Projects](#) – Time Limit: 180 Days
7. [Project Management Team Leadership](#) – Time Limit: 90 Days
8. Project Management Final Exam (ACE CREDITS®) -includes scheduling proctor and test time.

This course has been evaluated by The American Council on Education's College Credit Recommendation Service (ACE CREDIT®) with a recommendation of 3 credits, lower division, in project management or fundamentals of project management.

A student's grade in the course will be based on their performance on a final, cumulative exam. The final exam is composed of 50 multiple-choice questions. Students will have 2 hours to complete the exam. The exam is proctored. For more information, please see the syllabus.

If students do not earn a passing score of 70% on their first attempt, they will have the opportunity to take the exam 1 additional time (2 total attempts). Students must wait 24 hours between exam retakes. A passing score of 70% of the above is required to request college credit for this certificate.

AGILE PROJECT MANAGEMENT

Agile Project Management

Agile Project Management (ACE CREDIT®)

See Page **XX** for Full Information

Agile Certified Practitioner (PMI-ACP®) Exam Prep

Credits: PMI PDUs: 21 – Power Skills PDUs: 4 – Business Acumen PDUs: 7 – Ways of Working PDUs: 10; IACET CEUs: 2.1 (Contact Hours: 21 hours); ATD CI Credits: 21

Time Limit: 180 Days to Complete

Cost: \$559

This course will prepare you for the Project Management Institute®'s Agile Certified Practitioner (PMI-ACP)® exam. The course begins with the Agile Basics and Agile Applications modules from our *Introduction to Agile* course, before continuing on to cover the key tools, techniques, and strategies that PMI® has listed as important for Agile practitioners to understand to achieve their certification. The course contains several comprehensive module quizzes as well as two 120-question practice exams. Exam-passing is guaranteed with this course.

Agile Certified Practitioner (PMI-ACP®) Practice Exams & Exam Strategies

Credits: IACET CEUs: 0.5 (Contact Hours: 5 Hours); ATD CI Credits: 5

Time Limit: 60 Days to Complete

Cost: \$119

This course is designed to assess your readiness to take the Project Management Institute's Agile Certified Practitioner (PMI-ACP) Exam. The course contains two 120-question practice exams, which cover the information in the current PMI Agile reading list. The practice exams provide a comprehensive review of the material in this list as well as key strategies for preparing for the PMI-ACP Exam.

Agile Improvement Simulation: SaaSy Corporation

Credits: IACET CEUs: 1 (Contact Hours: 10 hours)

Time Limit: 90 Days to Complete

Cost: \$409

In this simulation, you'll assume the role of an Agile coach hired to help refine an organization's transformation. The simulation, designed for adult learners with some Agile experience, will ask you to make decisions as you confront common Agile issues. Each decision you make will include tradeoffs that will increase satisfaction in some areas but may hinder other areas. Your task will be to select an option that best benefits your organization.

As you make your choices, an adaptive scoreboard will reflect the impact of those choices on organizational success. Your goal will be to optimize your score across several organizational factors. You'll use the results of your actions to inform subsequent decisions as you complete the simulation.

Challenges for Agile Teams

Credits: PMI PDUs: 5; Leadership PDUs: 2.25; Strategic & Business Management PDUs: 0.5; Technical PM PDUs: 2.25; IACET CEUs: .5 (Contact Hours: 5 hours)

Time Limit: 90 Days to Complete Cost: \$179

This intermediate-level course is designed to help Agile practitioners decipher and solve the problems that arise regularly in their work. The course begins with 16 video segments from seasoned Agile trainers and practitioners who provide tips and best practices for addressing Agile team challenges. The course then presents 20 short case studies that test the student's understanding of Agile practices and provide guidance for resolving common problems. The case studies are structured to simulate the conversations and interactions that happen regularly on Agile projects; seeing these disputes as narratives will help students learn to deconstruct issues and diagnose the underlying problems that need to be corrected, just as they would in their everyday work. As students decode these disputes and plan appropriate responses, they'll gain the experience they need to guide their teams and to put them back on track to deliver value to their customers.

Integrating Agile Into a Waterfall Environment

Credits: PMI PDUs: 4; Leadership PDUs: 1.25; Strategic & Business Management PDUs: 1.5; Technical PM PDUs: 1.25; IACET CEUs: .4 (Contact Hours: 4 hours)

Time Limit: 90 Days to Complete Cost: \$109

This intermediate-level course is designed to help Agile practitioners recognize and resolve many of the common issues that emerge when Agile concepts are introduced into Waterfall organizations. The course begins with 24 video segments from seasoned Agile trainers and practitioners who provide tips and best practices for addressing integration obstacles. The course then presents 20 short case studies that simulate the communication and interchanges that can occur as Agile and Waterfall practitioners work to resolve differences in the ways that they see and execute tasks. As students evaluate these case studies, they'll learn to deconstruct and diagnose any underlying problems that need to be resolved, just as they would in everyday practice. While they work to decode and correct these issues, they'll begin to recognize the common pitfalls that can happen as project teams collaborate and interact.

Introduction to Agile

Credits: PMI PDUs: 10; Leadership PDUs: 4; Strategic & Business Management PDUs: 3; Technical PM PDUs: 3; IACET CEUs: 1 (Contact Hours: 10 hours)

Time Limit: 180 Days to Complete Cost: \$289

This introductory-level course explores the methodologies and practices of Agile development and explains the key concepts and principles that form the foundation of Agile project management. This self-paced course contains vocabulary games, flashcards, and interactive exercises to supplement and enhance your understanding of Agile concepts, as well as video segments from Agile experts to help you become a more proficient Agile practitioner.

Principles of Scrum

Credits: PMI PDUs: 10; Leadership PDUs: 4; Strategic & Business Management PDUs: 2; Technical PM PDUs: 4; IACET CEUs: 1.0 (Contact Hours: 10 hours)

Time Limit: 180 Days to Complete Cost: \$339

This course outlines the fundamental theories and principles of Scrum frameworks, including the underlying philosophy and essential tools practitioners need to adapt to an Agile way of working. Implemented properly, these techniques can produce extraordinary results for stakeholders and customers.

AIGA
(PROFESSIONAL ASSOCIATION FOR DESIGN)

AIGA (Professional Association for Design)

[AIGA Professional Design Certificate \(ACE CREDIT®\)](#)

(See ACE Credit Section for more information.)

AIGA Business for Designers

Credits: IACET CEUs: 1.1 (Contact Hours: 11 hours)

Time Limit: 90 Days to Complete Cost: \$339

This course provides an overview of key business concepts—applicable to freelance designers, designers who are sole proprietors or lead their own design firms, and designers working in large or small firms. The course explores key concepts of effective leadership, management, and team development. Learners will review people and project management skills and practice applying their learning in real-world scenarios. Next, learners will dive into business strategy, examining the importance of strategic thinking and practicing different methods for strategic planning. Lastly, the course covers the financial side of the business, giving a high-level overview of important accounting and finance terminology, which designers can use to better understand how to design efforts that fit into the larger financial goals and objectives.

AIGA Design Foundations

Credits: IACET CEUs: 1.2 (Contact Hours: 12 hours)

Time Limit: 90 Days to Complete Cost: \$399

Successful organizations know the value of design. Because thoughtful design is a driver of organizational success, designers are often required to wear many hats—innovator, leader, and problem-solver, just to name a few. This course provides design professionals with an overview of key design principles and practices, providing a shared language for describing the creative and complex role that designers play within their organizations. The course also explores methods for fostering innovation, solving complex problems with design, and communicating the value of design with data. Through interactive games and exercises, learners will engage with key concepts and apply their learning to real-world scenarios and case studies. The course is designed for early-career and seasoned professionals alike, offering engaging instructional content for designers at all levels who want to sharpen their understanding of design principles, tools, and best practices.

AIGA Law for Designers

Credits: IACET CEUs: 0.3 (Contact Hours: 3 hours)

Time Limit: 90 Days to Complete Cost: \$119

Designers across all specializations and industries must have a working knowledge of relevant laws and basic legal concepts. This course covers legal topics relevant to designers, including copyright and intellectual property, contracts and nondisclosure agreements, and legal requirements for accessible design. Through this course, designers will learn about laws most relevant to their work.

Please note: This course covers the basics of law but is not meant to provide legal advice. If you require legal advice or other expert assistance, please seek the services of a professional. While every designer should be familiar with relevant legal issues, there is no substitute for having qualified legal counsel.

AIGA Standards of Professional Practice

Credits: IACET CEUs: 0.4 (Contact Hours: 4 hours)

Time Limit: 90 Days to Complete Cost: \$99

This course introduces designers to concepts related to standards of practice, including ethics, accessibility, and diversity and inclusion. Because design is often intertwined with the culture, brand, and vision of an organization, designers play a key role in promoting ethical and inclusive business practices. This course equips designers with the foundational knowledge necessary to make a positive impact in their organizations and their work. Through a series of interactive exercises and case studies, designers can test their knowledge and apply what they're learning to real-world scenarios.

BANKING

Banking

Banking Today

Credits: IACET CEUs: .4 (Contact Hours: 4 hours)

Time Limit: 90 Days to Complete Cost: \$229

Financial institutions are unlike any other business. To someone new to the world of banking, it can seem puzzling. However, financial institutions play a key role in maintaining thriving communities and economies. The welfare of the nation depends on the banking industry. In this course, learners will examine types of banking, customer groups, the business of banking, and the role of banks in a community.

Certified Modern Banking Representative Exam

No Credit

Time Limit: 90 Days to Complete Cost: \$339

This course contains the Center for Financial Training & Education Alliance's (CFTEA) online exam for the Modern Banking Representative Certification (MBRC). As a modern certification in today's business world, the nationally accepted MBRC covers material designed to provide relevant knowledge to new and entry-level employees as they develop and advance in their professional careers at financial institutions.

Legal Foundations in Banking

Credits: IACET CEUs: 0.4 (Contact Hours: 4 hours)

Time Limit: 90 Days to Complete Cost: \$119

As a vital part of the U.S. economy and a necessity for most Americans, the banking industry is subject to extensive regulation, and banking professionals must understand the legal and ethical responsibilities that come with their work. This course introduces learners working toward Modern Banking Representative Certification to the basics of banking law, exploring the agencies that regulate banking in the U.S. and the various federal laws that affect banking professionals' daily operations.

Quality Service

Credits: IACET CEUs: 0.6 (Contact Hours: 6 hours)

Time Limit: 90 Days to Complete Cost: \$119

Service representatives often act as the "face" of their organizations and play a critical role in delivering the best experience for every customer. In this course, learners will explore theories, strategies, and techniques for delivering quality service and building customer loyalty. This course is designed for service professionals with any level of experience who want to expand their knowledge, improve their skills, and increase their understanding of customer service.

BUSINESS ANALYSIS

Business Analysis

Introduction to Business Analysis

Credits: PMI PDUs: 18; Leadership PDUs: 4; Strategic & Business Management PDUs: 8; Technical PM PDUs: 6; IACET CEUs: 2.5 (Contact Hours: 25 hours); HRCI Credits: 25 (Type: Specified - Strategic Business)

Time Limit: 180 Days to Complete Cost: \$669

Business analysis is the discipline of identifying business needs and requirements and designing and executing solutions to business problems. This introductory course provides a wide-ranging overview of the principles and concepts of business analysis, with a focus on the following six areas: needs assessment, stakeholder engagement, requirements elicitation, requirements analysis, requirements tracing and monitoring, and solution evaluation. This course covers the common stages of a business analysis project and describes common terminology and tools and techniques utilized by a business analyst. It provides subject matter expert testimony by business analysis practitioners on important topics related to successfully completing business analysis activities. This course also considers the place of business analysis and product development life cycles within the greater scheme of project life cycle management. While this course is not officially or directly aligned as an exam prep course, it contains sufficient content that can be used as a resource for individuals preparing for the PMI-PBA or IIBA-CBAP certification exams, containing over 170 questions.

BUSINESS MATH

Business Math

Financial Math Basics

Credits: IACET CEUs: 0.6 (Contact Hours: 6 hours)

Time Limit: 90 Days to Complete Cost: \$169

Mathematics is a foundational pillar of business and finance. It is necessary to understand how to apply math in different financial situations to have business success. This course will allow you to strengthen your math skills by providing examples of how basic math concepts apply in a variety of financial settings, including calculating interest, business expenses, and employee compensation.

Introduction to Probability and Statistics

Credits: IACET CEUs: 0.6 (Contact Hours: 6 hours)

Time Limit: 90 Days to Complete Cost: \$169

Uncertainty plays a major role in the business world. You may not be able to fully predict the outcome of a decision, but you can use mathematical tools to help you make informed decisions and manage risks. This course will introduce you to the concepts of probability and statistics. You will learn how to calculate probabilities in a variety of situations. You will also explore simple ways to organize and analyze data by learning about different graphical displays and basic statistical terminology.

Retail Math Basics

Credits: IACET CEUs: 0.5 (Contact Hours: 5 hours)

Time Limit: 90 Days to Complete Cost: \$119

Numbers play a role in every retail business. From sales volumes to inventory counts, retailers need to understand how math can help them be successful. This course will cover some of the basic measurements and calculations used in the retail world. You will strengthen your math skills by working through examples and exercises, including calculating common retail metrics.

CAREER BUILDING

Career Building

Networking

Credits: IACET CEUs: .3 (Contact Hours: 3 hours); HRCI Credits: 3 (Type: General); SHRM PDCs: 3

Time Limit: 90 Days to Complete Cost: \$99

Networking is an important skill at all stages of your career, whether you're searching for a job or looking to take the next steps in your industry. This course provides an overview of how to make effective professional connections and cultivate relationships that can help you over the course of your career. It explores networking challenges based on gender and personality type and provides practical tips for overcoming networking anxiety. It also helps identify potential resources that can be used to expand your professional network.

Personal Finance

Credits: IACET CEUs: .3 (Contact Hours: 3 hours); SHRM PDCs: 3

Time Limit: 90 Days to Complete Cost: \$69

Personal finance is a critical skill for long-term financial success. However, many adults have learned what they know about personal finance as they've progressed through life. What have you missed along the way? No matter what your financial situation is, it is important to understand how to handle your money. This course will familiarize you with the basics of budgeting, including creating and managing a budget, as well as setting financial goals, understanding your credit, tips for saving money, and the basics of investing.

Personal Growth

Credits: IACET CEUs: .3 (Contact Hours: 3 hours); HRCI Credits: 3 (Type: General); SHRM PDCs: 3

Time Limit: 90 Days to Complete Cost: \$99

Today's professionals are under an increasing amount of pressure to be able to "do it all," which can lead to unhealthy amounts of stress and a decrease in motivation and self-confidence. This course aims to help learners combat those struggles by focusing on the skills that can help them grow in both their professional and personal lives. It looks at the importance of soft skills—such as time management, organization, and communication—in the modern workplace and provides practical tips for creative problem solving, goal setting, stress management, time management, and clear communication. It also considers how adaptability and authenticity can impact personal growth.

CFTEA
CENTER FOR FINANCIAL TRAINING &
EDUCATION ALLIANCE

CFTEA (Center For Financial Training & Education Alliance)

Banking Today

Credits: IACET CEUs: .4 (Contact Hours: 4 hours)

Time Limit: 90 Days to Complete Cost: \$229

Financial institutions are unlike any other business. To someone new to the world of banking, it can seem puzzling. However, financial institutions play a key role in maintaining thriving communities and economies. The welfare of the nation depends on the banking industry. In this course, learners will examine types of banking, customer groups, the business of banking, and the role of banks in a community.

Certified Modern Banking Representative Exam

No Credit

Time Limit: 90 Days to Complete Cost: \$339

This course contains the Center for Financial Training & Education Alliance's (CFTEA) online exam for the Modern Banking Representative Certification (MBRC). As a modern certification in today's business world, the nationally accepted MBRC covers material designed to provide relevant knowledge to new and entry-level employees as they develop and advance in their professional careers at financial institutions.

Legal Foundations in Banking

Credits: IACET CEUs: 0.4 (Contact Hours: 4 hours)

Time Limit: 90 Days to Complete Cost: \$119

As a vital part of the U.S. economy and a necessity for most Americans, the banking industry is subject to extensive regulation, and banking professionals must understand the legal and ethical responsibilities that come with their work. This course introduces learners working toward Modern Banking Representative Certification to the basics of banking law, exploring the agencies that regulate banking in the U.S. and the various federal laws that affect banking professionals' daily operations.

Quality Service

Credits: IACET CEUs: 0.6 (Contact Hours: 6 hours)

Time Limit: 90 Days to Complete Cost: \$119

Service representatives often act as the "face" of their organizations and play a critical role in delivering the best experience for every customer. In this course, learners will explore theories, strategies, and techniques for delivering quality service and building customer loyalty. This course is designed for service professionals with any level of experience who want to expand their knowledge, improve their skills, and increase their understanding of customer service.

CHANGE MANAGEMENT

Change Management

Change Management Foundations

Credits: PMI PDUs: 4; Power Skills PDUs: 1.5; Business Acumen PDUs: 2.5; IACET CEUs: 0.4 (Contact Hours: 4 hours); HRCI Credits: 4 (Type: Specified - Strategic Business); SHRM PDCs: 4

Time Limit: 90 Days to Complete Cost: \$339

Change Management is a framework to methodically implement organizational change and prepare stakeholders for such change. Change Management Foundations introduces learners to this framework so that they can better understand and take part in changes within their own organizations.

Change Management Professional

Credits: PMI PDUs: 15; Power Skills PDUs: 10; Ways of Working PDUs: 5; IACET CEUs: 1.2 (Contact Hours: 15 hours); HRCI Credits: 15 (Type: Specified - Strategic Business); SHRM PDCs: 15

Time Limit: 90 Days to Complete Cost: \$449

Change Management Professional is intended to prepare learners to be change management practitioners in the real world. The course includes the Change Management Toolkit, an Excel spreadsheet loaded with helpful resources to guide learners through the process of Change Management.

Leading and Managing Change

Credits: PMI PDUs: 4; Leadership PDUs: 1.75; Strategic & Business Management PDUs: 0.5; Technical PM PDUs: 1.75; IACET CEUs: .4 (Contact Hours: 4 hours); HRCI Credits: 4 (Type: Specified - Strategic Business); SHRM PDCs: 4

Time Limit: 90 Days to Complete Cost: \$99

Whether adopting new technology or adapting to a drastic shift in an organization's core focus, change is a constant in any successful business. Managers play a fundamental role in successful effecting changes across an organization, and meanwhile, humans, by nature, will often resist change out of fear of the unknown. This introductory course addresses the key issues managers face in a dynamic environment. By understanding the steps in effecting change and how to overcome resistance, a manager can successfully lead change at various levels of an organization.

This course is based on D. Quinn Mills' book, *Leadership: How to Lead, How to Live*, a text used at Harvard Business School. Excerpts of the book are made available via PDF download and no additional purchase is required.

COMMUNICATION

Communication

Advanced Grammar

Credits: IACET CEUs: 0.5 (Contact Hours: 5 hours)

Time Limit: 90 Days to Complete Cost: \$119

This course, a staple for anyone who is interested in copy editing, will ensure you have a detailed understanding of word categories, punctuation, and sentence construction. The course will guide you through the eight parts of speech; simple, compound, complex, and compound-complex sentences; ten punctuation marks; and the rules for capitalization. Through real-world exercises, you'll be able to categorize words and phrases, build different types of sentences, and correct common syntax and punctuation errors.

Better Proofreading and Copyediting

Credits: IACET CEUs: 0.5 (Contact Hours: 5 hours)

Time Limit: 90 Days to Complete Cost: \$119

A great editor is like a great mechanic. They look at a piece of writing the same way a mechanic looks at a car: they assess the current state, see if it has any issues, and tune it up so it's good to go. As you can imagine, there is no lack of metaphor to describe the task of editing. This course will help you discern between metaphor and fact to discover the truth of editing. You will learn the foundational principles of copyediting, the golden rules of proofreading, and what professional editors actually do and how you can do it, too.

Communicating Collaboratively

Credits: PMI PDUs: 5; Leadership PDUs: 3.5; Strategic & Business Management PDUs: 1.5; IACET CEUs: .5 (Contact Hours: 5 hours); HRCI Credits: 5 (Type: General); SHRM PDCs: 5

Time Limit: 90 Days to Complete Cost: \$99

In most organizational settings, you'll be expected to work in teams. At times, your team members may not be physically in the same office with you. And yet, communicating effectively within these teams is critical to the success of the team, and critical to your personal success on any given project or task. This introductory-level course will help you improve your collaborative communication by providing best practices and effective tips and techniques.

Communicating with Flair

Credits: PMI PDUs: 3; Leadership PDUs: 1.75; Technical PM PDUs: 1.25; IACET CEUs: .3 (Contact Hours: 3 hours); HRCI Credits: 3 (Type: General); SHRM PDCs: 3

Time Limit: 90 Days to Complete Cost: \$99

There's a reason that workplace communication skills are so highly sought after by employers. Strong communicators can save their organizations time and money. For example, workers who can write emails that are reader-focused, clear, and concise can prevent the reader from having to send follow up questions, or worse, drawing the wrong conclusions about what the writer meant. Employees who can deliver engaging presentations can generate positive attention to the organization's mission. And workers who are strong collaborators can run efficient meetings, both live and virtual.

At the same time, workplace communication skills are integral to an employee's personal journey. Knowing how to craft attention-grabbing cover letters and resumes and ace a job interview are essential skills to master en route to finding professional fulfillment. The ability to manage speaking anxiety and deliver memorable presentations can set an employee apart from his or her peers. And understanding body language cues can help a worker build and sustain positive relationships with team members.

Ultimately, the ability to communicate with confidence and flair can keep a company focused on its organizational goals and help workers future-proof their careers.

Effective Business Writing

Credits: PMI PDUs: 5; Leadership PDUs: 0.75; Strategic & Business Management PDUs: 0.25; Technical PM PDUs: 4; IACET CEUs: .5 (Contact Hours: 5 hours); HRCI Credits: 5 (Type: Specified - Strategic Business); SHRM PDCs: 5

Time Limit: 90 Days to Complete Cost: \$119

The ability to write clearly and directly is highly prized in most organizations. Well-written emails and documents can help you earn respect among your peers. And poorly written emails and documents can detract from success at all levels. The ideas, techniques, and checklists in this introductory-level course apply to all forms of business writing: memos, reports, brochures, proposals, presentations, catalogs, and websites. This course will also teach how to revise for wordiness, unnecessary phrases, redundancy, and jargon, and the appropriate use of email in an organizational setting.

Effective Emails, Memos, and Letters

Credits: PMI PDUs: 5; Leadership PDUs: 4; Technical PM PDUs: 1; IACET CEUs: 0.5 (Contact Hours: 5 hours); HRCI Credits: 5 (Type: General); SHRM PDCs: 5

Time Limit: 90 Days to Complete Cost: \$99

Communicating clearly and concisely in written formats like email, memos, and letters is very important in a workplace setting. Clearly communicating your thoughts, plans and proposals is a highly effective means to advance your ideas and earn the respect of your peers. This course will help you improve your use of these common business communication vehicles by providing best practices and effective tips and techniques.

Effective Presentations

Credits: PMI PDUs: 5; Leadership PDUs: 0.5; Technical PM PDUs: 4.5; IACET CEUs: .5 (Contact Hours: 5 hours); HRCI Credits: 5 (Type: General); SHRM PDCs: 5

Time Limit: 90 Days to Complete Cost: \$119

The ability to deliver an effective presentation is critical in most job functions. This introductory-level course helps learners organize, structure, and create effective presentations that feature slides as a visual aid. Because many organizations use PowerPoint as a way of communicating information, this course offers advice and guidance on the most effective and persuasive uses of PowerPoint, including best practices on word count, graphics, and structure.

Effective Public Speaking

Credits: PMI PDUs:5; Leadership PDUs: 2.25; Strategic & Business Management PDUs: 0.25; Technical PM PDUs: 2.5; IACET CEUs: .5 (Contact Hours: 5 hours); HRCI Credits: 5 (Type: General); SHRM PDCs: 5

Time Limit: 90 Days to Complete Cost: \$119

Confidence is a key to delivering an effective speech or presentation. And delivering an effective presentation can be critical to success at work. This introductory-level course helps you develop the skills you'll need to become an outstanding and confident public speaker. It reviews the seven stages of public speaking including defining the audience and crafting your central message, all the way to writing, practicing, and delivering your presentation or speech. This course is an essential part of honing the skill of presenting and setting the stage for the boost of confidence to help you succeed.

Speak with Confidence

Credits: IACET CEUs: .2 (Contact Hours: 2 hours); HRCI Credits: 2 (Type: General); SHRM PDCs: 2

Time Limit: 90 Days to Complete Cost: \$35

Public speaking is one of the most common anxiety-inducing experiences. Whether delivering a speech in front of a large audience or having a direct conversation with one or two other people, we often allow stress and nerves to impede our ability to deliver a clear message. This course is designed to help learners understand the causes and signs of speaking anxiety and learn practical ways to address their speaking fears.

Troubleshooting Your Writing

Credits: IACET CEUs: 0.3 (Contact Hours: 3 hours)

Time Limit: 90 Days to Complete

Cost: \$99

Writing is central to our personal and professional lives. Errors in writing can derail a job application, miscommunicate a plan, and confuse our audience in many ways. This course will guide you through the writing process, from brainstorming the content to polishing the final draft. Along the way, you'll be given tips for how to speed up the writing process and ensure that you send out error-free writing. Topics include time management, structure, crafting complex and clear sentences, and troubleshooting common grammar errors.

COMPUTER APPLICATIONS

Computer Applications

Certificate in Computer Skills for the Office

Credits: PMI PDUs: 6; Leadership PDUs: 1.75; Technical PM PDUs: 4.25; IACET CEUs: 1.8 (Contact Hours: 18 hours); SHRM PDCs: 18

Time Limit: 365 Days to Complete Cost: \$359

Bring your Office skills to a whole new level by diving into a suite set of powerful instructional courses. Excel with Excel, and move from the basics to an advanced level. Employ all of your newly-learned tips and tricks to unlock new dimensions from your data. Plus, expand your presentation prowess, with courses that deliver on the functional basics of the PowerPoint application while boosting your visual design skillset. Watch well-crafted video tutorials while reinforcing your learning with built-in knowledge checks, interactive exercises, and interactive games.

Excel Advanced Skills

Credits: IACET CEUs: .3 (Contact Hours: 3 hours); SHRM PDCs: 3

Time Limit: 90 Days to Complete Cost: \$99

This course is designed for the learner who already has a solid understanding of Excel's basic tools and functions. The course teaches learners some of the more advanced skills and features available in Excel, which may be useful in data analysis. These skills include style templates, conditional formatting, data validation, data manipulation, and pivot tables.

Excel Basics

Credits: PMI PDUs: 3; Leadership PDUs: 0.5; Technical PM PDUs: 2.5; IACET CEUs: .3 (Contact Hours: 3 hours); SHRM PDCs: 3

Time Limit: 90 Days to Complete Cost: \$99

As big data continues to change the way businesses operate and drive strategy, the ability to efficiently and effectively organize and analyze data is crucial. Managers need to be able to utilize tools to identify trends and help make better business decisions. Microsoft's Excel is a powerful spreadsheet software to organize and manage data related to business operations. This course focuses on mastering the fundamental tasks performed in Excel, including data entry, basic formula calculations, and formatting and style operations. During the course, you will learn how to build a spreadsheet from scratch and gain a greater understanding of the most popular Excel commands and functions.

Excel Tips & Tricks

Credits: IACET CEUs: .3 (Contact Hours: 3 hours); SHRM PDCs: 3

Time Limit: 90 Days to Complete Cost: \$99

This course features 25 of the most popular Excel tips and tricks for both novice and advanced Excel users. In this course, you will learn time-saving techniques to boost efficiency, increase productivity and workflow, and improve and advance your skills. Topics include data entry, data organization, data cleaning, elements of style, data sorting, data filtering, and spreadsheet display tips. This course also covers three of the most popular lookup and reference functions: VLOOKUP, HLOOKUP, and Find + Replace. To follow along with the content and activities in this course, you will need access to Microsoft Excel. This course features Excel 2019, which may differ from other versions of Excel.

Google Drive Basics

Credits: IACET CEUs: 0.15 (Contact Hours: 1.5 hours)

Time Limit: 90 Days to Complete Cost: \$49

Google Drive is a file storage service that allows users to create, share, and store files from anywhere. Tools like Google Sheets, Google Docs, and Google Slides make remote work and team collaboration easier with real-time editing, accessible version history, and chat and commenting capabilities. This course reviews the main functions and features of Google Drive and popular Google apps. Topics covered include: creating, uploading, and sharing files and folders; managing team projects and tasks; organizing your workspace; and maximizing productivity with Google Drive.

Microsoft Project Basics

Credits: PMI PDUs: 3; Leadership PDUs: 0.25; Strategic & Business Management PDUs: 0.25; Technical PM PDUs: 2.5; IACET CEUs: .3 (Contact Hours: 3 hours); SHRM PDCs: 3

Time Limit: 90 Days to Complete Cost: \$99

This course introduces learners to Microsoft's project management software, MS Project. Learners, particularly aspiring project managers, are provided a step-by-step tutorial on mastering basic functions that are essential for any project. MS Project is a popular tool for project managers that allows them to develop schedules, allocate resources and duties to specific tasks, and track a project's progression. It also allows managers to oversee the budget and analyze workloads. This introductory course will focus on the Microsoft Office 2019 version of MS Project. Learners are required to have access to MS Project 2019 in order to complete this course.

Microsoft Project Intermediate

Credits: PMI PDUs: 3; Leadership PDUs: 1.25; Strategic & Business Management PDUs: 0.25; Technical PM PDUs: 1.5; IACET CEUs: .3 (Contact Hours: 3 hours); SHRM PDCs: 3

Time Limit: 90 Days to Complete Cost: \$99

This intermediate-level course provides learners with essential skills for mastering Microsoft's project management software, MS Project. Aspiring project managers are provided a step-by-step tutorial on various functions that are required for every type of project. This course assumes that learners also have a basic familiarity with MS Project.

MS Project is a popular tool that allows project managers to develop schedules, allocate resources, and track progress. It also allows managers to perform variance analysis and combine multiple projects. This intermediate course will focus on the Microsoft Office 2019 version of MS Project.

Microsoft Word Basics

Credits: IACET CEUs: .3 (Contact Hours: 3 hours); SHRM PDCs: 3

Time Limit: 90 Days to Complete Cost: \$99

This is an introductory-level course designed to both build a foundation of essential skills in Microsoft Word and to gain a greater understanding of its interface and design elements. The course focuses on mastering the fundamental tasks performed in Word, including writing, proofing, finalizing, and printing a document.

PowerPoint Basics

Credits: PMI PDUs: 3; Leadership PDUs: 0.25; Technical PM PDUs: 2.75; IACET CEUs: 0.3 (Contact Hours: 3 hours)

Time Limit: 90 Days to Complete Cost: \$99

Learn how to create presentation slides that complement your message and engage your audience. This introductory-level course covers the basic tools and functions required to craft custom slides using Microsoft's PowerPoint. Functions covered in the course include inserting text boxes and images, presenting information with tables, charts, and SmartArt, incorporating transitions and animation, and formatting slide layouts. During the course, you will learn how to build a presentation from start to finish and will gain a greater understanding of the most popular PowerPoint tools.

PowerPoint for Business

Credits: PMI PDUs: 3; Leadership PDUs: 1.25; Technical PM PDUs: 1.75; IACET CEUs: .3 (Contact Hours: 3 hours); SHRM PDCs: 3

Time Limit: 90 Days to Complete Cost: \$99

As technology continues to change the way that we engage in business communications, the art of presenting has also undergone a shift. No longer can presenters rely solely on their spoken words to deliver their messages. Now, audiences expect to see multimedia slideshows that both inform and entertain. This course will consider how to plan and design effective slideshow presentations using Microsoft's PowerPoint software. It includes practical tips and examples for mapping the presentation, incorporating research, using templates, selecting visual elements, and delivering the presentation.

QuickBooks and reg; Desktop Pro Basics (2021 Windows)

Credits: IACET CEUs: 0.5 (Contact Hours: 5 hours)

Time Limit: 90 Days to Complete Cost: \$119

QuickBooks® Desktop Pro Basics (2021 Windows) is an introductory-level course designed to build a foundation of essential skills in QuickBooks®. In this course, learners will develop a greater understanding of the basic bookkeeping and accounting functions that the software enables. The course content focuses on mastering the fundamental tasks performed in QuickBooks®, including setting up a company file and chart of accounts, entering customer and vendor information, recording sales, creating invoices, managing payables and receivables, creating and customizing reports, and using the Audit Trail.

Note: To complete the exercises in this course, learners will need to set up their own access to the QuickBooks® Desktop 2021 (Windows) software. A subscription to QuickBooks® Desktop 2021 (Windows) is not included with this course.

QuickBooks® Online Basics

Credits: 0.5 IACET CEUs

Time Limit: 90 Days to Complete Cost: \$99

QuickBooks® Online Basics is an introductory-level course designed to build a foundation of essential skills in QuickBooks® Online. In this course, learners will develop a greater understanding of the basic bookkeeping and accounting functions that the software enables. The course content focuses on mastering the fundamental tasks performed in QuickBooks®, including setting up a company file and chart of accounts, entering customer and vendor information, recording sales, creating invoices, managing payables and receivables, creating and customizing reports, and using the Audit Log.

Visual PowerPoint

Credits: IACET CEUs: .3 (Contact Hours: 3 hours); SHRM PDCs: 3

Time Limit: 90 Days to Complete Cost: \$99

In today's professional landscape, PowerPoint presentations can be effective platforms for sharing information and garnering audience interest and support. At the same time, a poorly designed PowerPoint slideshow can quickly turn an audience away. By focusing on how to apply basic design principles to slideshow creation, this course will help learners use Microsoft's PowerPoint 365 software to build visually engaging slideshow presentations. Learners will consider how to select images and photographs for use in slides, the importance of arrangement and placement of images, the use of tools like Shapes and SmartArt, methods for presenting data, and the selection of colors and fonts that increase the readability of content.

CREATIVITY & INNOVATION

Creativity & Innovation

Creativity & Innovation Toolkit

Credits: IACET CEUs 0.3 (Contact hours: 3); ATD CI Credits: 3; HRCI Credits: 3; SHRM PDCs: 3

Time Limit: 90 Days to Complete Cost: \$99

Creativity and innovation are not one and the same. Creativity is the generation of new ideas by individuals and teams. Innovation is the process of converting those ideas into new products, business practices, and strategies that create value.

It's a meaningful distinction because creativity needs to be translated into something concrete for it to generate value. Protecting and nurturing new ideas, and bringing them to fruition, is the basis of innovation. That innovation takes place in and through organizations making it more complex.

Leaders of organizations of all sizes and types hope to encourage creativity in their employees. Eliciting creative and innovative ideas within a group, team, or organization has become a crucial skill. The ability of leaders to nurture and protect new ideas is vital to the health of the organization.

Creativity in Teams and Organizations

Credits: IACET CEUs: .5 (Contact Hours: 5 hours); HRCI Credits: 5 (Type: General); SHRM PDCs: 5

Time Limit: 90 Days to Complete Cost: \$99

Spurring creativity in teams can be very challenging, but could also be the difference between a successful team and an unsuccessful one. This course looks at spurring creativity and innovation in teams and organizations. Drawing on the latest academic thinking, it outlines the key factors for creative teams. Further, the course focuses on tools and techniques designed to yield more productive thinking in collective settings. Participants learn about a number of targeted tools, including brainstorming, Discussion 66, Provocation, and others, to generate fresh thinking in smaller group settings and in their organizations.

Design Thinking

Credits: IACET CEUs: .3 (Contact Hours: 3 hours); HRCI Credits: 3 (Type: Specified - Strategic Business); SHRM PDCs: 3

Time Limit: 90 Days to Complete Cost: \$99

In today's competitive marketplace, companies must come up with innovative solutions to everyday challenges. The design thinking approach can be an effective tool for organizations looking for practical and creative ways to solve problems. This course will examine the benefits of design thinking and present strategies for generating innovative products and ideas that can set an organization apart from its competitors. It highlights real-world examples of design thinking applications across several different industries. It considers accessible design and looks at methods for testing ideas.

Innovation in Teams and Organizations

Credits: IACET CEUs: .3 (Contact Hours: 3 hours); HRCI Credits: 3 (Type: Specified - Strategic Business); SHRM PDCs: 3

Time Limit: 90 Days to Complete Cost: \$99

Innovation can make or break an organization in terms of its ability to win and keep customers. This course looks at innovation in corporations and the public sector. It reviews the latest academic thinking on innovation, including Clay Christensen's seminal thinking on disruptive technology and the proper response to the disruption. Further, it explores some of the internal responses to the need for creativity, including idea champions, idea incubators, new venture teams and skunk works, and the process of moving from innovation to commercialization. This course also covers some of the more successful corporate innovators as a way of illustrating the principles of effective innovation in large organizations.

Introduction to Critical Thinking

Credits: IACET CEUs: .7 (Contact Hours: 7 hours); HRCI Credits: 7 (Type: Specified - Strategic Business); SHRM PDCs: 7

Time Limit: 90 Days to Complete Cost: \$119

Critical thinking is an intellectual model for reasoning through issues to reach well-founded conclusions. It may be the single-most valuable skill that one can bring to any job, profession, or life challenge. Being able to ask the right questions, critique an argument, and logically dissect an issue occur constantly in the workplace and our lives. This introductory-level course is designed to help learners define and identify critical thinking and reasoning skills and develop those skills.

Personal Creativity

Credits: IACET CEUs: .3 (Contact Hours: 3 hours); HRCI Credits: 3 (Type: General); SHRM PDCs: 3

Time Limit: 90 Days to Complete Cost: \$99

This course examines how one can become a more creative person. By stimulating creativity through various techniques (mind-mapping, DO-IT, SCAMPER, right and left brain thinking) participants learn to tap into their personal creativity and apply it to organizational challenges.

CYBERSECURITY & CISSP®

Cybersecurity & CISSP®

Access Control and Identity Management Scenarios

Credits: PMI PDUs: 5; Leadership PDUs: 1; Technical PM PDUs: 4; IACET CEUs: 0.5 (Contact Hours: 5 hours); HRCI Credits: 5 (Type: Specified - Strategic Business); SHRM PDCs: 5

Time Limit: 90 Days to Complete Cost: \$99

Access control is the restriction of access to a computer system. So how does a cybersecurity professional manage this access control? This course introduces the principles of access controls, beginning with the central modes of information security and continuing through various attacks and defenses. It provides an overview of Identity Management and the resources used on modern-day information systems, including Web and cloud-based ones. This course also features a number of fictional scenarios based on access control and identity management that professionals face in the real-world.

A Manager's Guide to Cloud Computing and Cybersecurity

Credits: PMI PDUs: 5; Leadership PDUs: 3; Strategic & Business Management PDUs: 1; Technical PM PDUs: 1; IACET CEUs: .5 (Contact Hours: 5 hours); HRCI Credits: 5 (Type: Specified - Strategic Business); SHRM PDCs: 5

Time Limit: 90 Days to Complete Cost: \$99

This course provides an overview of cloud computing and the business and security considerations of transitioning to a cloud environment or from one cloud service provider to another. The course is presented in two modules. In addition to providing information that aligns with industry standard content from the Cloud Security Alliance, this course also includes a module that presents different real-world scenarios to learners, asking them to apply what they have learned to situations they might encounter in the workplace.

Application, Data, and Host Security Scenarios

Credits: PMI PDUs: 5; Leadership PDUs: 1.5; Strategic & Business Management PDUs: 1; Technical PM PDUs: 2.5; IACET CEUs: 0.5 (Contact Hours: 5 hours); HRCI Credits: 5 (Type: Specified - Strategic Business)

Time Limit: 90 Days to Complete Cost: \$99

When you download an app, or access a database, you want to trust that the software engineer who developed the app had an eye toward security. This course covers the security of applications, data, and hosts in information systems. It provides a comprehensive examination of software development and change management. This course also features a number of fictional scenarios based on real-world application, data, and host security. Although not required, having some experience or working knowledge in IT concepts is helpful in taking this course.

Application Development for Cloud Computing

Credits: PMI PDUs: 5; Leadership PDUs: 1.75; Strategic & Business Management PDUs: 0.75; Technical PM PDUs: 2.5; IACET CEUs: .5 (Contact Hours: 5 hours); HRCI Credits: 5 (Type: Specified - Strategic Business); SHRM PDCs: 5

Time Limit: 90 Days to Complete Cost: \$99

This course is intended to provide professionals who have some technical experience an overview of the application development process, how it applies to cloud computing, and the prevalent security concerns related to today's applications. It is not a software engineering course and does not require any programming knowledge. The content of this course covers much of the Application Security domain developed by the (ISC)2 and Cloud Security Alliance as part of the Cloud Computing Security Practitioner (CCSP) exam and certification. Further, the course also incorporates content that may be found on the CompTIA Cloud+ exam. As such, it should serve as useful preparation for anyone pursuing these certifications.

Asset Security

Credits: PMI PDUs: 5; Leadership PDUs: 1; Strategic & Business Management PDUs: 1; Technical PM PDUs: 3; IACET CEUs: 0.5 (Contact Hours: 5 hours); HRCI Credits: 5 (Type: Specified - Strategic Business); SHRM PDCs: 5

Time Limit: 90 Days to Complete Cost: \$99

Companies must protect their assets. Just as locks go on the doors to protect physical assets, electronic and data assets must also be guarded. Asset security involves the full support of everyone in an organization, from corporate-level personnel down to front-line employees. Various security controls will be described that help protect privacy, along with data leakage prevention (DLP). Although it is not necessary, having some foundation in IT concepts is helpful in taking this course.

CISSP® Exam Prep Course

Credits: IACET CEUs: .5 (Contact Hours: 5 hours)

Time Limit: 90 Days to Complete Cost: \$619

This course is designed to give learners an assessment of their readiness to take ISC2's CISSP® Exam. It contains two 120-question practice exams, which cover The International Information System Security Certification Consortium's eight domains.

Cloud Data Security

Credits: IACET CEUs: 0.5 (Contact Hours: 5 hours); HRCI Credits: 5 (Type: Specified - Strategic Business); SHRM PDCs: 5

Time Limit: 90 Days to Complete Cost: \$99

This course is comprised of two modules. The first addresses many of the important concepts of cloud-based data and the security responsibilities of both cloud consumers and cloud service providers. The second module offers a series of scenarios that relate to cloud data security to ensure you have mastered the material.

Cloud Infrastructure and Platform Security

Credits: IACET CEUs: 0.5 (Contact Hours: 5 hours); HRCI Credits: 5 (Type: Specified - Strategic Business); SHRM PDCs: 5

Time Limit: 90 Days to Complete Cost: \$99

This course is comprised of two modules. The first addresses many of the challenges for both cloud consumers and cloud service providers in securing the infrastructure and platforms used in cloud computing. The second module offers a series of real-world scenarios designed to give learners a sense for how the concepts might be applied in their everyday work. This course is designed for IT professionals and other adult learners who have some knowledge of internet-related technology.

Cloud Operations Security

Credits: IACET CEUs: 0.5 (Contact Hours: 5 hours); HRCI Credits: 5 (Type: Specified - Strategic Business); SHRM PDCs: 5

Time Limit: 90 Days to Complete Cost: \$99

This course begins by covering security issues with regard to operating cloud services. While it covers many aspects relevant to a cloud service provider, it should be particularly valuable to helping cloud consumers understand how security responsibilities may be divided between consumer and provider. The second module engages the learner with real-world scenarios that represent the challenges to securing cloud operations. This course is designed for IT professionals and other adult learners who have some knowledge of internet-related technology.

Communication and Network Security

Credits: PMI PDUs: 5; Strategic & Business Management PDUs: 1; Technical PM PDUs: 4; IACET CEUs: .5 (Contact Hours: 5 hours); HRCI Credits: 5 (Type: Specified - Strategic Business); SHRM PDCs: 5

Time Limit: 90 Days to Complete Cost: \$99

This course covers topics related to communications and network security. It begins with a lesson in the different types of networks and different transmission technologies. It also covers the two main models that govern how networks work: the OSI model and the TCP/IP model, as well as their related layers. The course includes a detailed discussion of the many protocols that allow networks and network devices to communicate with one another and includes a discussion of firewalls and wireless networks. This course is designed for IT professionals and other adult learners who are interested in gaining an introduction to information technology security.

Compliance and Operational Security Scenarios

Credits: PMI PDUs: 5; Leadership PDUs: 1; Strategic & Business Management PDUs: 1; Technical PM PDUs: 3; IACET CEUs: 0.5 (Contact Hours: 5 hours); HRCI Credits: 5 (Type: Specified - Strategic Business); SHRM PDCs: 5

Time Limit: 90 Days to Complete Cost: \$99

This course contains a discussion of the role of security governance and risk management in information security. It looks at the policies and standards that are needed to operate an effective information security function and to oversee good information security practices. This course also features a number of fictional scenarios based on compliance and operational security to allow you to practice the concepts learned in the material. This course requires some basic understanding of IT concepts.

CompTIA Security+® SY0-601 Exam Prep Course

Credits: IACET CEUs: 3 (Contact Hours: 30 hours)

Time Limit: 180 Days to Complete Cost: \$449

The CompTIA Security+® (SY0-601) Exam Prep Course prepares test-takers for the Security+ exam, as administered by CompTIA. The course contains a variety of content presentation methods to help teach the concepts and vocabulary, and ultimately, learners are given ample opportunity to assess their skills with a multiple-choice practice exam. The CompTIA certification is recognized worldwide and adheres to the strict standards of ISO/IEC 17024 and is approved by the US Department of Defense to meet directive 8140/8570.01-M requirements.

Cryptography Scenarios

Credits: PMI PDUs: 5; Strategic & Business Management PDUs: 2; Technical PM PDUs: 3; IACET CEUs: 0.5 (Contact Hours: 5 hours); HRCI Credits: 5 (Type: Specified - Strategic Business); SHRM PDCs: 5

Time Limit: 90 Days to Complete Cost: \$99

This course contains an introduction to the key concepts of cryptography and security engineering. It examines the role of encryption in information security and considers common encryption methods. This course also features a number of fictional scenarios based on cryptography to help you apply the concepts to situations you may see in the real world. This course requires some basic understanding of IT concepts.

Cybersecurity for Healthcare Professionals

Credits: IACET CEUs: .5 (Contact Hours: 5 hours)

Time Limit: 90 Days to Complete Cost: \$119

In this course, managers are introduced to essential information security principles and concepts. These concepts are critically important in the healthcare sector as a data breach can have far-reaching consequences for individuals and organizations. Beyond financial losses and the embarrassment of having personal information exposed online, a security breach in healthcare can result in a patient becoming seriously injured or killed.

This course is designed to help managers navigate crucial cybersecurity concepts as applied to HITECH and HIPAA-covered entities. Learners will explore the reasons why breaches occur, the motivation of attackers, and how to protect Personal Health Information (PHI) while it is in use, in storage, and in transit across a network.

Fundamentals of Application Security

Credits: IACET CEUs: .3 (Contact Hours: 3 hours); SHRM PDCs: 3

Time Limit: 90 Days to Complete Cost: \$99

The assignments in this course introduce many of the concepts of application development and the security issues that relate to them. The course covers various software development models and considerations and introduces learners to basic security concepts such as cryptography and the common vulnerabilities and exposures list. In this material, we will also introduce the basic concepts of cybersecurity, including cryptography, and illustrate how the many vulnerabilities found in applications today can trace their origin to some point in the development process. While this is not a "coding" course, it provides examples of coding techniques and explores and contrasts the many different models of software development. Ultimately, this content should prove valuable to managers, developers, and security professionals who are looking for a comprehensive understanding of how the many components of the application creation process come together under an umbrella of security.

Identity and Access Management

Credits: PMI PDUs: 5; Strategic & Business Management PDUs: 2; Technical PM PDUs: 3; IACET CEUs: .5 (Contact Hours: 5 hours); HRCI Credits: 5 (Type: Specified - Strategic Business)

Time Limit: 90 Days to Complete Cost: \$99

This course introduces students to the principles of access controls, beginning with the central modes of information security and continuing through various attacks and defenses. The course presents different kinds of authentication techniques, how they work, and how they are distinguished from each other. This course requires some basic understanding of IT concepts.

Introduction to IT Governance, Risk, and Compliance

Credits: PMI PDUs: 7; Leadership PDUs: 3.5; Strategic & Business Management PDUs: 0.5; Technical PM PDUs: 3; IACET CEUs: 0.7 (Contact Hours: 7 hours); SHRM PDCs: 7

Time Limit: 90 Days to Complete Cost: \$149

As organizations become increasingly globalized and as legal environments quickly evolve, the importance of governance, risk management, and compliance continues to gain in importance. Regulatory compliance forces organizations to better manage their data as noncompliance can lead to penalties, fines, and worse. With the proper governance and risk management structures in place, an organization can better manage data and risk to improve business outcomes while adhering to regulations. This course is designed for IT professionals and other adult learners who are interested in furthering their knowledge of governance, risk management, and compliance as these relate to information technology.

Introduction to Malware

Credits: IACET CEUs: .5 (Contact Hours: 5 hours); HRCI Credits: 5 (Type: Specified - Strategic Business); SHRM PDCs: 5

Time Limit: 90 Days to Complete Cost: \$99

Malicious software, better known as malware, has become a central element in not just cybersecurity but daily life. It has played a role in everything from our politics to our economy, to our personal lives. However, it remains a poorly understood and reported subject. This course provides a clear and comprehensive introduction to malware and how to defend against it. Instruction is divided into two modules. The first provides an overview of the history and mechanisms of malware. The second module offers a series of real-world scenarios in which the learner must apply several of the concepts covered in the first module.

Network Security Scenarios

Credits: PMI PDUs: 5 – Business Acumen PDUs: 0.5; Ways of Working PDUs: 4.5; IACET CEUs: 0.5 (Contact Hours: 5 hours); ATD CI Credits: 5; HRCI Credits: 5; SHRM PDCs: 5

Time Limit: 90 Days to Complete Cost: \$99

This course examines communications and network security. It covers the different types of networks and different transmission technologies and the two main models that govern how networks work, the OSI model and the TCP/IP model, and their related layers. This course also features a number of fictional scenarios that will help you apply what you've learned to situations you may encounter in the real world. This course requires a basic understanding of IT concepts.

Security and Risk Management

Credits: PMI PDUs: 5; Leadership PDUs: 1; Strategic & Business Management PDUs: 1.5; Technical PM PDUs: 2.5; IACET CEUs: .5 (Contact Hours: 5 hours); HRCI Credits: 5 (Type: Specified - Strategic Business); SHRM PDCs: 5

Time Limit: 90 Days to Complete Cost: \$99

This course covers the role of governance and risk management in information security. It looks at the policies and standards that are needed to operate an effective information security function and to oversee good information security practices. The course also includes a look at how modern organizations manage information security risks and how to conduct a risk analysis. It concludes by examining the process for providing information security training and education. This course requires some basic understanding of IT concepts.

Security Architecture and Engineering

Credits: PMI PDUs: 5; Business Acumen PDUs: 2; Ways of Working PDUs: 3; IACET CEUs: 0.5 (Contact Hours: 5 hours); HRCI Credits: 5 (Type: Specified - Strategic Business); SHRM PDCs: 5

Time Limit: 90 Days to Complete Cost: \$99

This course contains an introduction to the key concepts of cryptography and security engineering. It examines the role of encryption in information security and considers common encryption methods. In addition, the course discusses ciphers, their substitutes, and how they work. Public key infrastructure and management is also covered. This course requires a basic understanding of IT concepts.

Security Assessment and Testing

Credits: PMI PDUs: 5; Leadership PDUs: 0.5; Strategic & Business Management PDUs: 1.5; Technical PM PDUs: 3; IACET CEUs: .5 (Contact Hours: 5 hours); HRCI Credits: 5 (Type: Specified - Strategic Business); SHRM PDCs: 5

Time Limit: 90 Days to Complete Cost: \$99

This course covers security assessment and testing, focusing on potential disruptions that can affect organizations and how they can be addressed with assessments and plans. Students will have the opportunity to practice how to assess the impact of disasters that may arise as well as to develop their own versions of these plans. This course requires a basic understanding of IT concepts.

Security Operations

Credits: PMI PDUs: 5; Leadership PDUs: 1; Strategic & Business Management PDUs: 1.5; Technical PM PDUs: 2.5; IACET CEUs: .5 (Contact Hours: 5 hours); HRCI Credits: 5 (Type: Specified - Strategic Business); SHRM PDCs: 5

Time Limit: 90 Days to Complete Cost: \$99

This course contains a detailed overview of security operations: administrative controls, trusted recovery and change and incident management. This course establishes a foundation in auditing, monitoring and detection in information security. This course requires a basic understanding of IT concepts.

Software Development Security

Credits: PMI PDUs: 5; Leadership PDUs: 1.5; Strategic & Business Management PDUs: 1; Technical PM PDUs: 2.5; IACET CEUs: .5 (Contact Hours: 5 hours); HRCI Credits: 5 (Type: Specified - Strategic Business); SHRM PDCs: 5

Time Limit: 90 Days to Complete Cost: \$99

This course covers software development security while focusing on the systems development life cycle, operating systems, and their environments. Additional topics include the role of various databases in security and how to recognize and guard against attacks on software. Students will have the opportunity to apply application security controls. This course requires a basic understanding of IT concepts.

Threats and Vulnerabilities Scenarios

Credits: PMI PDUs: 5; Strategic & Business Management PDUs: 1.5; Technical PM PDUs: 3.5; IACET CEUs: 0.5 (Contact Hours: 5 hours); HRCI Credits: 5 (Type: Specified - Strategic Business); SHRM PDCs: 5

Time Limit: 90 Days to Complete Cost: \$99

This course examines the process of identifying and mitigating threats and vulnerabilities in information systems. It covers common categories of threats and vulnerabilities and the resources used to detect them. This course also features a number of fictional scenarios based on threats and vulnerabilities. This course is designed for IT professionals and other adult learners who are interested in information technology security, with an eye towards handling real-world scenarios.

DATA ANALYTICS

Data Analytics

Data Analysis for Improving Organizational Performance

Credits: PMI PDUs: 5; Strategic & Business Management PDUs: 3; Technical PM PDUs: 2; IACET CEUs: .5 (Contact Hours: 5 hours); HRCI Credits: 5 (Type: Specified - Strategic Business); SHRM PDCs: 5

Time Limit: 90 Days to Complete Cost: \$99

When using data analysis to improve organizational performance, it's vital to employ the tools that bring the data to life and keep people engaged in the process. Organizations in both the public and private sectors often use tools and frameworks to deliver the data, and the information the data might suggest, to its staff. This intermediate-level course will explain some of these measures and tools, describe some specific measurements, and explain the relationship between assessment and strategy. Summarizing the data with the correct tool can be the gating factor to reaching staff and effecting changes that spur performance improvement.

Data Analysis in the Real World

Credits: IACET CEUs: .5 (Contact Hours: 5 hours); HRCI Credits: 5 (Type: Specified - Strategic Business); SHRM PDCs: 5

Time Limit: 90 Days to Complete Cost: \$99

How are data-driven decisions put into practice in the real world? How do these decisions differ when applied to different sectors, such as health care, education and government? This intermediate-level course will provide answers to these questions as well as recommendations for decision-making based on data analytics for each sector. The course will begin with an introduction of Big Data, then continue into a deeper dive on its implications within each sector. Industry case studies make the concepts applicable in the real-world.

Introduction to Data Analysis

Credits: PMI PDUs: 5; Leadership PDUs: 2; Strategic & Business Management PDUs: 1; Technical PM PDUs: 2; IACET CEUs: .5 (Contact Hours: 5 hours); HRCI Credits: 5 (Type: Specified - Strategic Business); SHRM PDCs: 5

Time Limit: 90 Days to Complete Cost: \$99

Whatever your profession. Whatever your field. As a professional, and certainly as a leader, you will be asked to make a decision based on data. This course will introduce the different types of decisions made in an organizational setting, why quantitative analytics is important, and how data quality can affect decision making. Since quantitative analytics is used in various settings, this intermediate-level course also offers insight into how research is used in different sectors. From a management perspective, the course highlights appropriate quantitative methods and ways to ensure quality and accuracy through research design.

Statistical Process Control

Credits: PMI PDUs: 5; Leadership PDUs: 2.5; Strategic & Business Management PDUs: 0.5; Technical PM PDUs: 2; IACET CEUs: .5 (Contact Hours: 5 hours); HRCI Credits: 5 (Type: Specified - Strategic Business); SHRM PDCs: 5

Time Limit: 90 Days to Complete Cost: \$99

Statistical Process Control is all about boosting quality. Quality management can not only deliver value to customers and stakeholders, it can also enable data-driven decision making that helps organizations gain a competitive advantage in the marketplace. This intermediate-level course will introduce the basics of quality management, explaining the difference between quality control and quality assurance, providing methods for application of analysis, showing different applications of the Seven Basic Quality Tools. It all culminates in a brief case study, which illustrates the concepts covered.

Statistics as a Managerial Tool

Credits: PMI PDUs: 5; Leadership PDUs: 1; Strategic & Business Management PDUs: 2.5; Technical PM PDUs: 1.5; IACET CEUs: .5 (Contact Hours: 5 hours); HRCI Credits: 5 (Type: Specified - Strategic Business); SHRM PDCs: 5

Time Limit: 90 Days to Complete Cost: \$99

Managing today can require good instincts. However, instinct is not enough to manage the huge amounts of available data and the complex variables of the business world. Statistics can help managers and leaders make sense of these complexities, back-up their assertions, and feel confident about when to take the risks and when to pump the breaks. This intermediate-level course examines statistics as a managerial tool. It also looks at common graphical representations of data and how these can be effective tools to explain situations and support persuasive arguments for a course of action.

Tools of Data Analysis

Credits: PMI PDUs: 5; Leadership PDUs: 1.5; Strategic & Business Management PDUs: 1; Technical PM PDUs: 2.5; IACET CEUs: .5 (Contact Hours: 5 hours); HRCI Credits: 5 (Type: Specified - Strategic Business); SHRM PDCs: 5

Time Limit: 90 Days to Complete Cost: \$99

There are a number of statistical tools and techniques that are commonly used by organizations to inform decision-making. These tools span numerous business functions and support many different objectives. This intermediate-level course describes, evaluates, and analyzes different statistical techniques and their real-world limitations and benefits. The course features crossover analysis, break-even analysis, cluster analysis, decision tree analysis as well as an introduction to regression.

DESIGN

Design

[AIGA Professional Design Certificate \(ACE CREDIT®\)](#)

(See ACE Credit Section)

AIGA Business for Designers

Credits: IACET CEUs: 1.1 (Contact Hours: 11 hours)

Time Limit: 90 Days to Complete Cost: \$339

This course provides an overview of key business concepts—applicable to freelance designers, designers who are sole proprietors or lead their own design firms, and designers working in large or small firms. The course explores key concepts of effective leadership, management, and team development. Learners will review people and project management skills and practice applying their learning in real-world scenarios. Next, learners will dive into business strategy, examining the importance of strategic thinking and practicing different methods for strategic planning. Lastly, the course covers the financial side of the business, giving a high-level overview of important accounting and finance terminology, which designers can use to better understand how to design efforts that fit into the larger financial goals and objectives.

AIGA Design Foundations

Credits: IACET CEUs: 1.2 (Contact Hours: 12 hours)

Time Limit: 90 Days to Complete Cost: \$399

Successful organizations know the value of design. Because thoughtful design is a driver of organizational success, designers are often required to wear many hats—innovator, leader, and problem-solver, just to name a few. This course provides design professionals with an overview of key design principles and practices, providing a shared language for describing the creative and complex role that designers play within their organizations. The course also explores methods for fostering innovation, solving complex problems with design, and communicating the value of design with data. Through interactive games and exercises, learners will engage with key concepts and apply their learning to real-world scenarios and case studies. The course is designed for early-career and seasoned professionals alike, offering engaging instructional content for designers at all levels who want to sharpen their understanding of design principles, tools, and best practices.

AIGA Law for Designers

Credits: IACET CEUs: 0.3 (Contact Hours: 3 hours)

Time Limit: 90 Days to Complete Cost: \$119

Designers across all specializations and industries must have a working knowledge of relevant laws and basic legal concepts. This course covers legal topics relevant to designers, including copyright and intellectual property, contracts and nondisclosure agreements, and legal requirements for accessible design. Through this course, designers will learn about laws most relevant to their work.

Please note: This course covers the basics of law but is not meant to provide legal advice. If you require legal advice or other expert assistance, please seek the services of a professional. While every designer should be familiar with relevant legal issues, there is no substitute for having qualified legal counsel.

AIGA Standards of Professional Practice

Credits: IACET CEUs: 0.4 (Contact Hours: 4 hours)

Time Limit: 90 Days to Complete Cost: \$99

This course introduces designers to concepts related to standards of practice, including ethics, accessibility, and diversity and inclusion. Because design is often intertwined with the culture, brand, and vision of an organization, designers play a key role in promoting ethical and inclusive business practices. This course equips designers with the foundational knowledge necessary to make a positive impact in their organizations and their work. Through a series of interactive exercises and case studies, designers can test their knowledge and apply what they're learning to real-world scenarios.

EMERGENCY MANAGEMENT

Emergency Management

AEM®/CEM® Prep Course (U.S. version)

Credits: IACET CEUs: 3 (Contact Hours: 30 hours)

Time Limit: 180 Days to Complete Cost: \$449

The AEM®/CEM® Prep Course was designed in partnership with the International Association of Emergency Managers (IAEM). This course is meant for emergency management professionals seeking the AEM or CEM credential. The course walks learners through the application process for both credentials. Primarily, the course reviews key terms and concepts that may appear on the AEM/CEM exam. Learners can check their understanding throughout the course with interactive games, review checkpoints, and exams. Certified Emergency Managers provide expert commentary, using their knowledge and experience to guide learners through the course. Plus, learners can gauge their exam readiness with two full-length practice exams, which mirror the real AEM/CEM exam.

*This edition of the AEM®/CEM® Prep Course is up to date and accurate for anyone taking IAEM's certification exam on or after **November 13, 2022**.*

Please note that this course cannot be used to meet the AEM/CEM emergency management or general management training requirements at this time.

Introduction to Emergency Management in the U.S.

Credits: IACET CEUs: 3 (Contact hours: 30 hours); ATD CI Credits: 30

Time Limit: 180 Days to Complete Cost: \$449

Emergency management is a critical and expanding field; climate change has increased the extent and frequency of natural disasters, and terrorism is a growing threat. Therefore, emergency managers play an increasingly vital role across the whole community and all levels of government. This course is designed for learners who are studying emergency management for the first time, preparing for a new career or job role in emergency management, or seeking to refresh their knowledge of foundational concepts.

EMERGING TECHNOLOGIES

Emerging Technologies

A Manager's Guide to Artificial Intelligence

Credits: IACET CEUs: .3 (Contact Hours: 3 hours); HRCI Credits: 3 (Type: General); SHRM PDCs: 3

Time Limit: 90 Days to Complete Cost: \$119

This course introduces learners to basic artificial intelligence concepts and trends. Artificial Intelligence plays an increasingly important role in many industries. The emergence of this new technology promises to bring unprecedented efficiencies for organizations and enhance business performance. In today's global economy, managers will need to know how AI can be leveraged to keep their organizations competitive, as well as understand the potential ethical issues associated with employing AI technologies such as deep learning, machine learning, and the various AI-enabled recognition technologies.

A Manager's Guide to Blockchain

Credits: IACET CEUs: .3 (Contact Hours: 3 hours); SHRM PDCs: 3

Time Limit: 90 Days to Complete Cost: \$119

Blockchain is on the forefront of emerging technologies and is the foundation of modern cryptocurrencies. If you're a manager with little exposure to blockchain as a concept, this course will help you build an understanding of the concepts and how the technology might apply to your business. This course is an introduction to blockchain as an underlying technology for cryptocurrencies and other applications. The assignments delve into critical parts of blockchain, such as consensus mechanisms and cryptography. They also look at blockchain's impact on verticals such as healthcare, Fintech, and government, along with democracy, governance, and social impact.

A Manager's Guide to Robotics

Credits: PMI PDUs: 3; Leadership PDUs: 0.5; Strategic & Business Management PDUs: 2; Technical PM PDUs: 0.5; IACET CEUs: .3 (Contact Hours: 3 hours); HRCI Credits: 3 (Type: Specified - Strategic Business)

Time Limit: 90 Days to Complete Cost: \$119

This course will introduce many of the concepts and metrics for management to consider when evaluating whether an investment in robotics is the right decision for the operation. The course begins by defining automation types and processes before exploring the business functions involved in making the decision to execute an automation enhancement. In addition to delving into pragmatic issues, this course also explores the strategic and ethical issues of replacing human workers with robots.

ENTREPRENEURSHIP

Entrepreneurship

Entrepreneurship Certificate (ACE CREDIT®)

(See ACE Credit Section)

A Guide to Business Loans

Credits: IACET CEUs: 0.3 (Contact Hours: 3 hours); HRCI Credits: 3 (Type: Specified - Strategic Business)

Time Limit: 90 Days to Complete Cost: \$99

This completely online and self-paced one-module course utilizes Inc. Magazine's prize-winning editorial content to introduce basic concepts related to business financing, including how various loan products work, what to consider when assessing your business's financing needs, and how to navigate the application process. The focus is on providing practical, hands-on advice to entrepreneurs and small business people, including video segments and commentary from industry-leading practitioners and subject matter experts. The course also offers how-to lists and advice, interactive games, and review questions to ensure mastery of the material.

Included with your course is a six-month complimentary subscription to Inc. Magazine. Your subscription will start with the current issue. Inc. Magazine publishes 6 issues a year.

Business Law for Entrepreneurs

Credits: 0.5 CEUs; 5 HRCIs; SHRM PDCs: 5

Time Limit: 90 Days to Complete Cost: \$159

When starting a new venture, understanding the relevant laws can make or break your success. This course covers the basics of business law for an entrepreneur. It reviews legal structures for a new venture, intellectual property, employment law, contracts, government regulation, and personal and real property.

Finance 101 for Entrepreneurs

Credits: PMI PDUs: 3; Leadership PDUs: 0.5; Strategic & Business Management PDUs: 1.5; Technical PM PDUs: 1; IACET CEUs: .3 (Contact Hours: 3 hours); HRCI Credits: 3 (Type: Specified - Strategic Business); SHRM PDCs: 3

Time Limit: 90 Days to Complete Cost: \$99

This completely online and self-paced one-module course utilizes Inc. Magazine's prize-winning editorial content to introduce basic concepts of business operations and crisis management. The focus is on providing practical, hands-on advice to entrepreneurs and small-business people, including video segments with analysis and commentary from industry-leading practitioners and subject matter experts. The course also offers real-world examples, how-to lists and advice, interactive games, and review questions to ensure mastery of the material.

Introduction to Entrepreneurship

Credits: IACET CEUs: .5 (Contact Hours: 5 hours); HRCI Credits: 5 (Type: General); SHRM PDCs: 5

Time Limit: 90 Days to Complete Cost: \$159

Having an entrepreneurial spirit and a good idea is a great foundation to starting your own business. But you may need a bit more to succeed. This course explores the different aspects of entrepreneurship and how entrepreneurs create and establish successful new ventures. It reviews issues and activities involved in starting a new business, including the decisions that must be made before an enterprise can be launched and established.

Leadership and Management for Entrepreneurs

Credits: IACET CEUs: .5 (Contact Hours: 5 hours); HRCI Credits: 5 (Type: General); SHRM PDCs: 5

Time Limit: 90 Days to Complete Cost: \$159

This course explores the leadership and management issues entrepreneurs face as they create and establish successful new ventures. It reviews the key managerial roles of planning, organizing, staffing, leading and controlling and their application in entrepreneurial settings. Further, the course addresses self-management for the entrepreneur--how an entrepreneur can manage his or her own time and maintain a proper work-life balance.

Selling Like a Pro

Credits: PMI PDUs: 3; Leadership PDUs: 1; Strategic & Business Management PDUs: 1.25; Technical PM PDUs: 0.75; IACET CEUs: .3 (Contact Hours: 3 hours); HRCI Credits: 3 (Type: Specified - Strategic Business); SHRM PDCs: 3

Time Limit: 90 Days to Complete Cost: \$99

This completely online and self-paced one-module course utilizes Inc. Magazine's prize-winning editorial content to introduce basic concepts of sales, including the sales funnel and pipeline; lead qualification; presentations; metrics; and closing. The focus is on providing practical, hands-on advice to entrepreneurs and small-business people, including video segments with analysis and commentary from industry-leading practitioners and subject matter experts. The course also offers real-world examples, how-to lists and advice, interactive games, and review questions to ensure mastery of the material.

Starting an Online Store

Credits: IACET CEUs: 0.15 (Contact Hours: 1.5 hours)

Time Limit: 90 Days to Complete Cost: \$39

The emergence of eCommerce has dramatically reshaped the modern marketplace. Business owners are no longer anchored to a physical store—or stuck paying the overhead costs to operate them. Whether you know exactly what you want to sell or are still fishing around for ideas, this course will guide you through the process of generating product ideas, performing market and audience research, organizing a sourcing process, finding the best eCommerce platform, developing a shipping and fulfillment strategy, and marketing your online store to boost traffic and sales.

Strategic Marketing for Entrepreneurs

Credits: IACET CEUs: .5 (Contact Hours: 5 hours); HRCI Credits: 5 (Type: Specified - Strategic Business); SHRM PDCs: 5

Time Limit: 90 Days to Complete Cost: \$159

This course reviews the strategic issues that an entrepreneur faces while starting a new venture or business, and highlights the questions about market acceptance that must be answered during every stage of the entrepreneurial process.

FAST COMPANY

Fast Company

Communicating with Flair

Credits: PMI PDUs: 3; Leadership PDUs: 1.75; Technical PM PDUs: 1.25; IACET CEUs: .3 (Contact Hours: 3 hours); HRCI Credits: 3 (Type: General); SHRM PDCs: 3

Time Limit: 90 Days to Complete Cost: \$99

There's a reason that workplace communication skills are so highly sought after by employers. Strong communicators can save their organizations time and money. For example, workers who can write emails that are reader-focused, clear, and concise can prevent the reader from having to send follow up questions, or worse, drawing the wrong conclusions about what the writer meant. Employees who can deliver engaging presentations can generate positive attention to the organization's mission. And workers who are strong collaborators can run efficient meetings, both live and virtual.

At the same time, workplace communication skills are integral to an employee's personal journey. Knowing how to craft attention-grabbing cover letters and resumes and ace a job interview are essential skills to master en route to finding professional fulfillment. The ability to manage speaking anxiety and deliver memorable presentations can set an employee apart from his or her peers. And understanding body language cues can help a worker build and sustain positive relationships with team members.

Ultimately, the ability to communicate with confidence and flair can keep a company focused on its organizational goals and help workers future-proof their careers.

Creativity & Innovation Toolkit

Credits: IACET CEUs: 0.3 (Contact hours: 3); ATD CI Credits: 3; HRCI Credits: 3; SHRM PDCs: 3

Time Limit: 90 Days to Complete Cost: \$99

Creativity and innovation are not one and the same. Creativity is the generation of new ideas by individuals and teams. Innovation is the process of converting those ideas into new products, business practices, and strategies that create value.

It's a meaningful distinction because creativity needs to be translated into something concrete for it to generate value. Protecting and nurturing new ideas, and bringing them to fruition, is the basis of innovation. That innovation takes place in and through organizations making it more complex.

Leaders of organizations of all sizes and types hope to encourage creativity in their employees. Eliciting creative and innovative ideas within a group, team, or organization has become a crucial skill. The ability of leaders to nurture and protect new ideas is vital to the health of the organization.

Design Thinking

Credits: IACET CEUs: .3 (Contact Hours: 3 hours); HRCI Credits: 3 (Type: Specified - Strategic Business); SHRM PDCs: 3

Time Limit: 90 Days to Complete Cost: \$99

In today's competitive marketplace, companies must come up with innovative solutions to everyday challenges. The design thinking approach can be an effective tool for organizations looking for practical and creative ways to solve problems. This course will examine the benefits of design thinking and present strategies for generating innovative products and ideas that can set an organization apart from its competitors. It highlights real-world examples of design thinking applications across several different industries. It considers accessible design and looks at methods for testing ideas.

Networking

Credits: IACET CEUs: .3 (Contact Hours: 3 hours); HRCI Credits: 3 (Type: General); SHRM PDCs: 3

Time Limit: 90 Days to Complete Cost: \$99

Networking is an important skill at all stages of your career, whether you're searching for a job or looking to take the next steps in your industry. This course provides an overview of how to make effective professional connections and cultivate relationships that can help you over the course of your career. It explores networking challenges based on gender and personality type and provides practical tips for overcoming networking anxiety. It also helps identify potential resources that can be used to expand your professional network.

Personal Growth

Credits: IACET CEUs: .3 (Contact Hours: 3 hours); HRCI Credits: 3 (Type: General); SHRM PDCs: 3

Time Limit: 90 Days to Complete Cost: \$99

Today's professionals are under an increasing amount of pressure to be able to "do it all," which can lead to unhealthy amounts of stress and a decrease in motivation and self-confidence. This course aims to help learners combat those struggles by focusing on the skills that can help them grow in both their professional and personal lives. It looks at the importance of soft skills—such as time management, organization, and communication—in the modern workplace and provides practical tips for creative problem solving, goal setting, stress management, time management, and clear communication. It also considers how adaptability and authenticity can impact personal growth.

Working Remotely

Credits: IACET CEUs: 0.3 (Contact Hours: 3 hours); HRCI Credits: 3 (Type: General)

Time Limit: 90 Days to Complete Cost: \$99

Working from home allows for greater flexibility but requires a thoughtful approach to time management. Scheduling tasks in an efficient way and ensuring a clear boundary between work life and home life are key components of balancing the demands of remote work. This course provides an overview of the skills and strategies needed to achieve a fulfilling, productive remote work routine and healthy work-life balance. Additionally, the course covers interview preparation for remote positions, as well as video conferencing, instant messaging, and email best practices.

Included with your course is a one (1) year complimentary subscription to Fast Company (\$19.99 value). Your subscription will start with the current issue. Fast Company publishes 8 issues a year.

FINANCE

Finance

Financial Planning and Control

Credits: PMI PDUs: 3; Strategic & Business Management PDUs: 1.5; Technical PM PDUs: 1.5; IACET CEUs: .3 (Contact Hours: 3 hours); HRCI Credits: 3 (Type: Specified - Strategic Business); SHRM PDCs: 3

Time Limit: 90 Days to Complete Cost: \$99

Decision-making within an organization often hinges on the numbers. So what financial tools do managers need to be familiar with to make sound, defensible decisions? This introductory-level course is meant to teach finance concepts to non-financial managers, and considers tools for decision-making such as cost benefit analysis, break even analysis, and Balanced Scorecard. The course also teaches the basic finance concepts such as return on investment (ROI), fixed and variable costs, and payback period.

How to Read a Financial Statement

Credits: PMI PDUs: 3; Strategic & Business Management PDUs: 2; Technical PM PDUs: 1; IACET CEUs: .3 (Contact Hours: 3 hours); HRCI Credits: 3 (Type: Specified - Strategic Business); SHRM PDCs: 3

Time Limit: 90 Days to Complete Cost: \$99

Financial statements can look intimidating and, as a non-financial manager, you may feel like ascertaining the right conclusion from a financial statement is like finding a needle in a haystack. This course covers financial reports and their meaning. You will learn the fundamentals and importance of the income statement, balance sheet, and statement of cash flows, and how they can be used to manage a business. You will also be exposed to financial (ratio) analysis.

Introduction to Business Statistics

Credits: PMI PDUs: 4; Strategic & Business Management PDUs: 2.5; Technical PM PDUs: 1.5; IACET CEUs: .4 (Contact Hours: 4 hours); HRCI Credits: 4 (Type: Specified - Strategic Business); SHRM PDCs: 4

Time Limit: 90 Days to Complete Cost: \$99

Statistics is the science of collecting, organizing, and analyzing data in order to make more effective decisions. As such, statistics is critical to a successful business. This introductory-level course is meant for non-financial managers. Understanding statistical techniques can help any manager responsible for marketing, management, accounting, sales, or other business functions. This course will also cover graphical representations of data that your stakeholders may expect when reviewing the results of any statistical analysis.

Introduction to Finance

Credits: PMI PDUs: 3; Leadership PDUs: 0.25; Strategic & Business Management PDUs: 2.75; IACET CEUs: .3 (Contact Hours: 3 hours); HRCI Credits: 3 (Type: Specified - Strategic Business); SHRM PDCs: 3

Time Limit: 90 Days to Complete Cost: \$99

Understanding basic finance is important for any managerial position, even non-financial managers. This introductory-level course starts at the beginning, discussing finance as an organizational setting and legal forms of business. The course continues on to cover the responsibilities of financial managers, roles of finance in a typical business organization, and relevant financial markets of interest to financial managers. Further, the course will discuss corporate financing and the role the stock market plays in the business world.

Time Value of Money and Risk

Credits: PMI PDUs: 3; Strategic & Business Management PDUs: 2; Technical PM PDUs: 1; IACET CEUs: .3 (Contact Hours: 3 hours); HRCI Credits: 3 (Type: Specified - Strategic Business); SHRM PDCs: 3

Time Limit: 90 Days to Complete Cost: \$99

Is a dollar more valuable today or tomorrow? What about a year from now? This introductory-level course covers time value of money (TVM) principles and risk and return. You will review the basic TVM techniques used in evaluating all financial decisions and their cash flow implications. For Risk and Return, you will learn how risk influences investment decisions, and how to calculate risk and rates of return. Further, you will explore the benefits of diversification and the use of the portfolio concept in investing.

Understanding and Managing Budgets

Credits: PMI PDUs: 3; Strategic & Business Management PDUs: 2.25; Technical PM PDUs: 0.75; IACET CEUs: .3 (Contact Hours: 3 hours); HRCI Credits: 3 (Type: Specified - Strategic Business); SHRM PDCs: 3

Time Limit: 90 Days to Complete Cost: \$99

A budget is a detail of expenses and incomes for a set period of time. This introductory-level course covers budgets and how they are used in organizational settings including the uses and functions of master budgets, operating budgets, sales, production and cost of goods sold budgets, and cash budgets. You will also learn about the budgeting process, and how organizations are using different budgeting techniques to overcome operating challenges.

GENERAL EDUCATION DIPLOMA GED EXAM PREP

GED Exam Prep

GED® Exam Prep: Mathematical Reasoning

Credits: IACET CEUs: 8 (Contact Hours: 80 hours)

Time Limit: 180 Days to Complete Cost: \$39

This completely online and self-paced, GED® Test Prep course provides a comprehensive preparation for the Mathematical Reasoning section of the GED® Test. Learners are guided along a learning path of topics, including Numeracy and Operations, Beyond Integers, Algebra Basics, Graphing and Functions, Geometry and Measurements, and Statistics and Data Analysis. These topics prepare learners for the four major areas of the Mathematical Reasoning section of the GED® Test: Basic Math, Geometry, Algebra, and Graphs and Functions. This course includes exam-taking tips, a diagnostic test that doubles as a full-length practice exam, practice questions at the end of each module, and a second full-length practice exam at the end of the course.

GED® Exam Prep: Reasoning Through Language Arts (RLA)

Credits: IACET CEUs: 8 (Contact Hours: 80 hours)

Time Limit: 180 Days to Complete Cost: \$39

This completely online and self-paced, eleven-module GED® Test Prep course provides a comprehensive preparation for the GED® Reasoning Through Language Arts Test. Topics covered include essential reading skills, interpreting text, interpreting words and phrases, analyzing the structure of a text, discerning an author's purpose, evaluating arguments and claims, analyzing similarities, common grammar issues, and writing an extended response. The course includes exam-taking tips, two full-length practice exams, diagnostic tests at the beginning of each module, and practice questions at the end of each module.

GED® Exam Prep: Science

Credits: IACET CEUs: 8 (Contact Hours: 80 hours)

Time Limit: 180 Days to Complete Cost: \$39

This completely online and self-paced, GED® Test Prep course provides comprehensive preparation for the GED® Science Test. The GED® Science Test Prep provides the fundamentals of science reasoning within three subject areas: Life Science; Physical Science; and Earth and Space Science. This course, along with the GED® test itself, achieves this by testing your ability to apply essential Science Practices to analyze and draw inferences from reading passages, charts, and related material. This course includes exam-taking tips, a diagnostic test that doubles as a full-length practice exam, practice questions for each content topic, and a second full-length practice exam at the end of the course. The practice exams within this course are designed to align as closely as possible to the questions test-takers will encounter on the official GED® exam.

HRCI

HRCI

Aspects of an Inclusive Culture

Credits: PMI PDUs: 4; Power Skills PDUs: 0.5; Business Acumen PDUs: 3.0; Ways of Working PDUs: 0.5; IACET CEUs: 0.4 (Contact Hours: 4 hours); HRCI Credits: 4 (Type: General); SHRM PDCs: 4

Time Limit: 90 Days to Complete Cost: \$109

Inclusive cultures bring cultural awareness, belonging, and mental health to the forefront. Cultural awareness supports inclusivity because it empowers employees to work effectively with people from different demographics. With cultural awareness, organizations can foster a culture of belonging, facilitate collaboration, encourage decision-making, and support employee engagement. A culture of belonging includes employees being their authentic selves. Organizations encourage workplace authenticity and belonging when they support mental health initiatives, foster resilience, and create environments where employees are comfortable discussing mental health challenges. In this course, you will learn about these important aspects of an inclusive culture.

Assessing Diversity and Inclusion

Credits: IACET CEUs: 0.4 (Contact Hours: 4 hours); HRCI Credits: 4 (Type: General); SHRM PDCs: 4

Time Limit: 90 Days to Complete Cost: \$109

Organizations are accountable for their diversity and inclusion goals. In this course, you will learn about HR metrics, predictive analytics, diversity training, diversity scorecards, and other tools that organizations use to identify biases, track the progress of initiatives, and gauge the effectiveness of policies. This course will explain how to use both soft and hard metrics to formulate, update, and implement diversity and inclusion goals. You will also learn about the importance of employee buy-in, diversity leaders, and C-suite support in achieving a diverse and inclusive workplace.

HRCI: Fostering an Inclusive Culture

Credits: IACET CEUs: 0.4 (Contact Hours: 4 hours); HRCI Credits: 4 (Type: General); SHRM PDCs: 4

Time Limit: 90 Days to Complete Cost: \$109

To achieve diversity and inclusion, organizations need to create an inclusive culture where all employees are respected and appreciated, have equal access to workplace opportunities, and are fairly compensated. In this course, you will learn about how to create, encourage, and develop an inclusive culture. You will explore the 7 Pillars of Inclusion, traits of an inclusive leader, strategies to assess employee buy-in, professional development opportunities, and workplace accessibility. You will examine how to uproot workplace toxicity and address and prevent harassment and discrimination. The course illustrates the many benefits of an inclusive culture, including higher levels of employee engagement, productivity, employee satisfaction, and retention rates.

HR Ethics Series: Building an Ethical Organization

Credits: PMI PDUs: 1.5; Leadership PDUs: 0.75; Strategic & Business Management PDUs: 0.5; Technical PM PDUs: 0.25; IACET CEUs: .15 (Contact Hours: 1.5 hours); HRCI Credits: 1.5 (Type: General); SHRM PDCs: 1.5

Time Limit: 90 Days to Complete Cost: \$59

Why do ethical people commit unethical acts? While individual morality certainly plays some role in ethical decision-making, the whole is larger than the sum of its parts. Corporate culture is integral to inspiring the best from employees and identifying any ethical problems immediately. HR professionals are critical for building and maintaining an ethical organization, as they are responsible for advertising jobs, screening applicants, and onboarding, training, and monitoring employees. This course lays out the components of an ethical organization with special attention on how HR facilitates the process of building and maintaining an ethical corporate culture.

HR Ethics Series: Capitalism, Inequality, and Justice

Credits: IACET CEUs: .15 (Contact Hours: 1.5 hours); HRCI Credits: 1.5 (Type: General); SHRM PDCs: 1.5

Time Limit: 90 Days to Complete Cost: \$59

Because it is the driving force behind economic organizations worldwide, capitalism is a term that business leaders, executives, and employees should know well. Another reason to know this term well: it is at the center of much debate and controversy. At the same time that capitalism is praised for its ability to stimulate innovation and spur economic growth, it is criticized for its contribution to inequality and injustice around the world. This course will explore the topic of capitalism and its relationship to ethics, justice, and inequality.

HR Ethics Series: Common Ethical Challenges

Credits: PMI PDUs: 1.5; Leadership PDUs: 0.5; Strategic & Business Management PDUs: 0.75; Technical PM PDUs: 0.25; IACET CEUs: .15 (Contact Hours: 1.5 hours); HRCI Credits: 1.5 (Type: Specified - Strategic Business); SHRM PDCs: 1.5

Time Limit: 90 Days to Complete Cost: \$59

There are certain ethical challenges that employees and organizations are likely to face. Many of these challenges arise due to the commercial nature of business. Business owners and leaders are interested in generating a profit and accruing assets, and because of this, morally troubling situations can be difficult to identify, evaluate, and navigate clearly. This course examines ethical challenges that companies and organizations may encounter and steps for how to address them. While all members of an organization are responsible for promoting and preserving an ethical culture within the organization, this course pays special attention to the role that human resources professionals play in mitigating ethical challenges.

HR Ethics Series: Corporations and Corporate Social Responsibility

Credits: PMI PDUs: 1.5; Leadership PDUs: 0.5; Strategic & Business Management PDUs: 0.75; Technical PM PDUs: 0.25; IACET CEUs: .15 (Contact Hours: 1.5 hours); HRCI Credits: 1.5 (Type: Specified - Strategic Business); SHRM PDCs: 1.5

Time Limit: 90 Days to Complete Cost: \$59

Corporations have a fiduciary responsibility to produce profits for shareholders, but people increasingly believe that corporations have other responsibilities as well. Corporate social responsibility (CSR) recognizes the company's duty to its community, customers, and the environment as well as to shareholder value. This course defines corporations and discusses CSR best practices and important laws, such as the Sarbanes-Oxley Act and the U.S. Foreign Corrupt Practices Act, that constrain some unethical business practices. The course focuses on how the HR department can best support CSR and sustainability.

HR Ethics Series: Defining Business Ethics

Credits: PMI PDUs: 1.5; Leadership PDUs: 1; Strategic & Business Management PDUs: 0.25; Technical PM PDUs: 0.25; IACET CEUs: .15 (Contact Hours: 1.5 hours); HRCI Credits: 1.5 (Type: Specified - Strategic Business); SHRM PDCs: 1.5

Time Limit: 90 Days to Complete Cost: \$59

This course provides an introduction to business ethics, laying a foundation for how the study of right and wrong can (and should) shape the way organizations conduct business. While everyone within an organization is responsible for upholding high ethical standards, this course will focus specifically on the role that human resources professionals play in establishing and maintaining an ethical culture within an organization. The course addresses the importance of a code of conduct and professional and legal standards within the business organization. It lays out different ethical systems and how they provide frameworks for making ethical decisions.

HR Ethics Series: Ethical Decision Making

Credits: PMI PDUs: 1.5; Leadership PDUs: 1.5; IACET CEUs: .15 (Contact Hours: 1.5 hours); HRCI Credits: 1.5 (Type: Specified - Strategic Business); SHRM PDCs: 1.5

Time Limit: 90 Days to Complete Cost: \$59

Business leaders, managers, and staff at all levels of an organization will face decisions in their pursuit of moving the business forward—however, some decisions may be easier to navigate than others. When faced with a situation where no clear answer rings out, how do you decide on the best course of action? This course introduces learners to the principles and processes involved in making ethical decisions—that is, making decisions that are based on close examination of different ethical frameworks, the notion of right and wrong, and moral standards. This course pays special attention to situations within the realm of human resources, where upholding an ethical approach to decision making is crucial.

HR Ethics Series: Globalization and Ethics

Credits: PMI PDUs: 1.5; Leadership PDUs: 0.75; Strategic & Business Management PDUs: 0.75; IACET CEUs: .15 (Contact Hours: 1.5 hours); HRCI Credits: 1.5 (Type: Specified - Strategic Business); SHRM PDCs: 1.5

Time Limit: 90 Days to Complete Cost: \$59

Due in large part to advancements in technology, transportation, and trade, businesses now operate in an ever-expanding global economy, where communities and countries rely on one another to buy and sell needed goods and services. While many believe that globalization produces more opportunities for businesses to expand, grow, and profit, others have witnessed tremendous inequalities, harsh working conditions, and the environmental impact of globalization. This course examines the qualities of globalization and the issues and ethical challenges that can arise when businesses and organizations participate in the global economy.

HR Ethics Series: Issues in the Workplace

Credits: PMI PDUs: 1.5; Leadership PDUs: 1; Strategic & Business Management PDUs: 0.5; IACET CEUs: .15 (Contact Hours: 1.5 hours); HRCI Credits: 1.5 (Type: General); SHRM PDCs: 1.5

Time Limit: 90 Days to Complete Cost: \$59

Among the more important ethical obligations of organizations are those that involve the health, safety, and fair treatment of employees. Employers have a moral and ethical obligation to protect employees against discrimination, harassment, and harm. This course reviews common workplace issues and strategies for how to address them. Because human resources professionals play a crucial role in supporting employee well-being, this course pays special attention to the role of HR in preventing and resolving issues in the workplace.

HR Ethics Series: Leadership and Organizational Ethics

Credits: PMI PDUs: 1.5; Leadership PDUs: 1; Strategic & Business Management PDUs: 0.5; IACET CEUs: .15 (Contact Hours: 1.5 hours); HRCI Credits: 1.5 (Type: Specified - Strategic Business); SHRM PDCs: 1.5

Time Limit: 90 Days to Complete Cost: \$59

Everyone knows that leadership is important in business ethics, but what kind of characteristics does an effective ethical leader have? How should an ethical leader deal with a crisis? Through business scenarios and real-world examples, this course addresses how leaders build ethical organizations. It addresses leadership by example and the practices leaders institute in the organization, including how leaders can effectively deal with a crisis or an ethical lapse.

HR Ethics Series: Theories of Ethics

Credits: PMI PDUs: 1.5; Leadership PDUs: 1; Strategic & Business Management PDUs: 0.25; Technical PM PDUs: 0.25; IACET CEUs: .15 (Contact Hours: 1.5 hours); HRCI Credits: 1.5 (Type: Specified - Strategic Business); SHRM PDCs: 1.5

Time Limit: 90 Days to Complete Cost: \$59

Ethical dilemmas confront those in business with the fundamental question: "What's the right thing to do?" But the "right" thing is often difficult to determine and an unexamined patchwork of ideas inform the decision. In order to better understand how to judge right and wrong, this course introduces some foundational ethical systems and explores their implications for business decisions, with a particular focus on the role human resource professionals have in safeguarding ethics in a business environment. Should a business focus on following the rules or on the effects the decision will have? Can self-interest play a role in making an ethical decision? This course presents the ethical theories of utilitarianism, ethical relativism, egoism, and Kantian ethics. It also explores the role religion plays in the development of ethical systems.

HR Hot Topic: Buzzworthy Benefits

Credits: IACET CEUs: .15 (Contact Hours: 1.5 hours); HRCI Credits: 1.5 (Type: General); SHRM PDCs: 1.5

Time Limit: 90 Days to Complete Cost: \$59

Employers are looking for ways to attract and retain top employees. Employees are seeking working conditions that reflect their needs and wants. By offering the right employee benefits, both employers and employees can reach their goals. In this course, you will learn about increasingly popular employee benefits, including paid leave for new parents, student loan assistance programs, and employer-sponsored volunteerism policies.

HR Hot Topic: Diversity and Inclusion in the Workplace

Credits: PMI PDUs: 1.5; Leadership PDUs: 0.75; Strategic & Business Management PDUs: 0.5; Technical PM PDUs: 0.25; IACET CEUs: .15 (Contact Hours: 1.5 hours); HRCI Credits: 1.5 (Type: General); SHRM PDCs: 1.5

Time Limit: 90 Days to Complete Cost: \$59

While diversity and inclusion are popular topics in the media and for many progressive organizations, the concepts of diversity and inclusion can be slippery and elusive. What are diversity and inclusion? How are they related to each other? How do you know if your organization is diverse and practices inclusivity? What diversity and inclusion initiatives produce measurable results? In this course, you will examine the concepts of diversity and inclusion and will gain the tools necessary to support an inclusive workplace.

HR Hot Topic: Employee Classification

Credits: PMI PDUs: 1.5; Leadership PDUs: 0.75; Strategic & Business Management PDUs: 0.75; IACET CEUs: .15 (Contact Hours: 1.5 hours); HRCI Credits: 1.5 (Type: General); SHRM PDCs: 1.5

Time Limit: 90 Days to Complete Cost: \$59

Successful businesses and organizations rely on workers to perform daily tasks and to keep things running smoothly. Regardless of size, mission, or product, all organizations must determine which roles and responsibilities are necessary to meet business needs. Human resources professionals play a key role in helping organizations assess the number of workers needed, the duties and responsibilities associated with specific roles, and whether or not to hire employees or independent contractors to perform specific tasks. This course provides HR professionals with an overview of different employee classification types, important regulations related to employee classification, and action steps for maintaining compliance.

HR Hot Topic: Flexible Work Arrangements

Credits: IACET CEUs: 0.15 (Contact Hours: 1.5 hours); HRCI Credits: 1.5 (Type: General); SHRM PDCs: 1.5

Time Limit: 90 Days to Complete Cost: \$59

We live in a time where "alternative" work arrangements are becoming more and more the norm. Especially in the wake of the COVID-19 pandemic, companies are exploring new ways of working and are seeing the benefits of greater adaptability as circumstances continue to change and evolve. Both employers and employees can benefit from flexible work arrangements, but offering greater flexibility is not without risk. In this course, you will explore flexible work arrangements, including remote work, flextime, job sharing, compressed workweeks, contracting, gig work, and permanent part-time positions. You will also learn how these flexible work arrangements affect both the business objectives of an organization and the work-life balance of employees.

HR Hot Topic: Handling Workplace Violence

Credits: IACET CEUs: .15 (Contact Hours: 1.5 hours); HRCI Credits: 1.5 (Type: General); SHRM PDCs: 1.5

Time Limit: 90 Days to Complete Cost: \$59

Conflict is inevitable in every workplace environment but can typically be resolved with strong leadership and interpersonal communication skills. However, there are times when conflict escalates to a level that puts a worker's well-being or safety at risk. Such dangerous conflict can have devastating effects on an organization, dissolving its focus and resources and even causing it to shut down operations completely. This course will explore the causes and signs of violence in the workplace and will provide tips on how to diffuse dangerous behavior and restore a positive, safe workplace environment.

HR Hot Topic: Marijuana and the Workplace

Credits: IACET CEUs: .15 (Contact Hours: 1.5 hours); HRCI Credits: 1.5 (Type: General); SHRM PDCs: 1.5

Time Limit: 90 Days to Complete Cost: \$59

Medical marijuana is legal in more than half the states and the District of Columbia (D.C.), and the recreational use of marijuana is legal in many. Yet, federal law still identifies marijuana as an illegal drug. In this course, you will learn about the importance of creating and communicating clear workplace policies that address employee drug use. You will also learn to identify signs that an employee might be impaired and how to address those concerns when they come up. You will have the opportunity to explore the legal status of marijuana in your state.

HR Hot Topic: Pay Equity

Credits: IACET CEUs: .15 (Contact Hours: 1.5 hours); HRCI Credits: 1.5 (Type: General); SHRM PDCs: 1.5

Time Limit: 90 Days to Complete Cost: \$59

In this course, you will explore the importance of developing workplace policies that address unfair gaps in employee pay. You will learn about tools that can help inform those policies—like survey and pay audits—and best practices for their implementation. This course presents federal and state legislation on pay equity, and it provides an opportunity for you to explore your state's laws and how they impact your workplace.

HR Hot Topic: Promoting Employee Well-being

Credits: IACET CEUs: .15 (Contact Hours: 1.5 hours); HRCI Credits: 1.5 (Type: General); SHRM PDCs: 1.5

Time Limit: 90 Days to Complete Cost: \$59

Promoting employee well-being is essential for a healthy organization. While this may seem obvious, it can easily be overlooked in an effort to meet other organizational goals. In this course, you will learn what it means to develop a working environment that prioritizes employee health, happiness, and comfort. You will explore various techniques for creating a positive workplace culture and identify common stressors that may threaten employee well-being. You will also learn about the effects employee well-being has on a company's financial success and productivity.

HR Hot Topic: Recruiting Multi-generational Employees

Credits: IACET CEUs: 0.15 (Contact Hours: 1.5 hours); HRCI Credits: 1.5 (Type: General); SHRM PDCs: 1.5

Time Limit: 90 Days to Complete Cost: \$59

Recruiting multi-generational employees is crucial in a world where more individuals are putting off retirement and making later-in-life career changes. While the benefits of a multi-generational workforce may seem obvious, they can easily be overlooked in an effort to meet other organizational goals. In this course, you will learn the differences between current generations that are working together. You will explore various considerations for attracting, recruiting, and retaining an age-diverse workforce. You will also learn how age-diversity can influence a company's success, innovation, and productivity.

HR Hot Topic: The Future of Work

Credits: PMI PDUs: 1.5; Leadership PDUs: 1; Strategic & Business Management PDUs: 0.25; Technical PM PDUs: 0.25; IACET CEUs: 0.15 (Contact Hours: 1.5 hours); HRCI Credits: 1.5 (Type: Specified - Strategic Business); SHRM PDCs: 1.5

Time Limit: 90 Days to Complete Cost: \$59

What will the future workspace look like? What are the "typical jobs" of tomorrow? How many hours a week will employees work? How will culture and technology affect the future of work? The answers to these questions are based on events, innovation, employer motivation, and the needs, preferences, and composition of the workforce. This course explores the future of work in the context of COVID-19, automation, artificial intelligence (AI), business sustainability, multi-generational workforces, different business models, increasing demand for flexible work arrangements, an evolving organizational culture, and a need for expanded accessibility.

Hiring and Retaining Diverse Talent

Credits: IACET CEUs: 0.4 (Contact Hours: 4 hours); HRCI Credits: 4 (Type: General); SHRM PDCs: 4

Time Limit: 90 Days to Complete Cost: \$109

Increasing workplace diversity necessitates strategies that foster more inclusive and equitable workplace practices. In this course, you will learn how leaders who want tangible, measurable results from diversity and inclusion initiatives must take an active role in supporting and implementing these strategies. You will explore how to use talent management systems and performance metrics to create a diverse workplace. This course illustrates that providing equal opportunities for continued engagement, including flexible work arrangements, mentorship programs, and employee benefits, is paramount for an organization's diversity and inclusion efforts to succeed.

Inclusive Engagement and Development

Credits: IACET CEUs: 0.4 (Contact Hours: 4 hours); HRCI Credits: 4 (Type: General); SHRM PDCs: 4

Time Limit: 90 Days to Complete Cost: \$109

Throughout each workday, HR professionals have opportunities to build inclusive work environments. Today's world requires HR managers to support D&I initiatives in different work models. Inclusive decision-making is an important component in creating work cultures that embrace diversity and belonging. This decision-making process increases innovation, engagement, and business performance. HR managers are also in key positions to build inclusive learning and development teams and learning content. This course explores strategies for transparent and inclusive decision-making, the building of inclusive learning and development teams, and ways to support diversity and inclusion in hybrid and remote work models.

Inclusive HR Leadership

Credits: IACET CEUs: 0.4 (Contact Hours: 4 hours); HRCI Credits: 4 (Type: General); SHRM PDCs: 4

Time Limit: 90 Days to Complete Cost: \$109

Inclusive HR leaders foster more innovative and productive work environments. HR leaders play a key role in developing, changing, and reinforcing an organization's culture. They also assess and analyze the organization's current workforce diversity and set goals for overcoming challenges to inclusion. Perhaps most importantly, these HR professionals help other leaders develop inclusive competencies and strategies to improve performance and decision-making among teams.

This course explores inclusive leadership competencies for HR professionals, the application of these competencies within different business structures, the roles HR leaders play in developing inclusive organizational leaders, and the characteristics and benefits of inclusive leadership programs.

Thriving in the HR Executive Role

Credits: IACET CEUs: 0.3 (Contact Hours: 3 hours); HRCI Credits: 3; SHRM PDCs: 3

Time Limit: 90 Days to Complete Cost: \$99

The role of a chief human resources officer (CHRO) is multifaceted and requires adaptability, innovative thinking, and emotional intelligence. Strategy-minded HR professionals who enjoy working at the intersection of business leadership and human resources will find the path to becoming a CHRO highly engaging and rewarding. CHROs are responsible for providing guidance and coaching at the executive level, and they develop creative and innovative HR solutions to address common business challenges. In this course, you'll learn about the crucial role CHROs play within their organizations, and you'll deepen your understanding of HR practices and principles at the executive level. The course features interactive exercises as well as video commentary from CHROs, who share real-world expertise and provide advice for HR professionals looking to move up in their careers.

HUMAN RESOURCE MANAGEMENT

HR Management

HR Management (ACE CREDIT®)

See the ACE Credit Section

Aspects of an Inclusive Culture

Credits: PMI PDUs: 4; Power Skills PDUs: 0.5; Business Acumen PDUs: 3.0; Ways of Working PDUs: 0.5; IACET CEUs: 0.4 (Contact Hours: 4 hours); HRCI Credits: 4 (Type: General); SHRM PDCs: 4

Time Limit: 90 Days to Complete Cost: \$109

Inclusive cultures bring cultural awareness, belonging, and mental health to the forefront. Cultural awareness supports inclusivity because it empowers employees to work effectively with people from different demographics. With cultural awareness, organizations can foster a culture of belonging, facilitate collaboration, encourage decision-making, and support employee engagement. A culture of belonging includes employees being their authentic selves. Organizations encourage workplace authenticity and belonging when they support mental health initiatives, foster resilience, and create environments where employees are comfortable discussing mental health challenges. In this course, you will learn about these important aspects of an inclusive culture.

Assessing Diversity and Inclusion

Credits: IACET CEUs: 0.4 (Contact Hours: 4 hours); HRCI Credits: 4 (Type: General); SHRM PDCs: 4

Time Limit: 90 Days to Complete Cost: \$109

Organizations are accountable for their diversity and inclusion goals. In this course, you will learn about HR metrics, predictive analytics, diversity training, diversity scorecards, and other tools that organizations use to identify biases, track the progress of initiatives, and gauge the effectiveness of policies. This course will explain how to use both soft and hard metrics to formulate, update, and implement diversity and inclusion goals. You will also learn about the importance of employee buy-in, diversity leaders, and C-suite support in achieving a diverse and inclusive workplace.

Compensation and Benefits

Credits: IACET CEUs: .3 (Contact Hours: 3 hours); HRCI Credits: 3 (Type: General); SHRM PDCs: 3

Time Limit: 90 Days to Complete Cost: \$99

Understanding compensation practices and policies is crucial for any business owner, HR professional, or manager. In this introductory-level course, you will consider issues surrounding the key aspects of pay policy: legal requirements, pay equity within an organization, competitive pay within the relevant industry, how and when to grant raises, and different ways payment can be structured. Earn SHRM and HRCI credit as you develop your compensation expertise.

Cybersecurity for Human Resources Professionals

Credits: PMI PDUs: 3; Leadership PDUs: 1.50; Strategic & Business Management PDUs: 1.25; Technical PM PDUs: 0.25; IACET CEUs: .3 (Contact Hours: 3 hours); HRCI Credits: 3 (Type: General); SHRM PDCs: 3

Time Limit: 90 Days to Complete Cost: \$99

This course introduces cybersecurity concepts to those who work in the field of human resources. Particular focus is placed on working in conjunction with more technical departments in delivering to employees effective training and policies regarding corporate security. The course also engages learners on security concerns specific to the type of data handled by human resources departments.

Data and Human Resource Management

Credits: IACET CEUs: .3 (Contact Hours: 3 hours); HRCI Credits: 3 (Type: Specified - Strategic Business); SHRM PDCs: 3

Time Limit: 90 Days to Complete Cost: \$99

Big data and data analytics are changing how businesses run and managers do their jobs. In this course, you will explore how human resource managers use data to provide better support to the employees they manage and to contribute to the strategic practices of their organizations. You will learn about different kinds of data and analyses, and you will consider how data collection and organization may factor into problem-solving processes. We will also review issues pertaining to data collection and employee privacy and confidentiality.

Employee Rights

Credits: IACET CEUs: .3 (Contact Hours: 3 hours); HRCI Credits: 3 (Type: General); SHRM PDCs: 3

Time Limit: 90 Days to Complete Cost: \$99

From establishing an ethics code to handling disciplinary issues, human resource managers play a key role in protecting the rights of employees by ensuring they are treated fairly, and that appropriate laws and policies are enforced. In this course, you will learn about issues relating to employee rights in the workplace. We'll consider the relationship between HR and ethics, employment laws that protect the rights of workers, and appropriate procedures for disciplining and terminating employees. The second half of the course will focus on unions and labor relations.

Employee Safety

Credits: IACET CEUs: .3 (Contact Hours: 3 hours); HRCI Credits: 3 (Type: General); SHRM PDCs: 3

Time Limit: 90 Days to Complete Cost: \$99

The safety of employees should be a primary concern for employers. Human resource managers play a crucial role in ensuring workplaces are not only as safe as possible, but also in compliance with safety-related rules and guidelines. This course introduces various workplace hazards and health issues and explores the relationship between employers and the Occupational Safety and Health Administration (OSHA).

Employee Selection

Credits: 0.3 CEUs; 3 HRCIs; 3 SHRMs

Time Limit: 90 Days to Complete Cost: \$99

Hiring the right staff for the job can be make or break. In this introductory-level course, you will learn about the process of selecting the best candidate from a large, diverse pool of high-quality applicants. Based on D. Quinn Mills' book, *Principles of Human Resource Management*, the course discusses how to conduct an effective job interview, asking questions that elicit relevant information, and avoiding questions that might be seen as discriminatory. You will also consider how to discover more about a candidate through the use of reference checks, background checks, and testing. Earn SHRM and HRCI credit as you develop your understanding of this critical human resources element.

Equal Employment Opportunity

Credits: 0.3 CEUs; 2.5 HRCIs; 2.5 SHRMs

Time Limit: 90 Days to Complete Cost: \$99

Equal Employment Opportunity is an important concept for HR managers, employees, and job applicants to understand. In this introductory-level course, you will learn about many of the major employment laws, Equal Opportunity issues, and the anti-discriminatory regulations employers must be aware of in hiring, promoting, and firing employees. Earn SHRM and HRCI credit while learning about this important topic in human resources management.

HRCI: Fostering an Inclusive Culture

Credits: IACET CEUs: 0.4 (Contact Hours: 4 hours); HRCI Credits: 4 (Type: General); SHRM PDCs: 4

Time Limit: 90 Days to Complete Cost: \$109

To achieve diversity and inclusion, organizations need to create an inclusive culture where all employees are respected and appreciated, have equal access to workplace opportunities, and are fairly compensated. In this course, you will learn about how to create, encourage, and develop an inclusive culture. You will explore the 7 Pillars of Inclusion, traits of an inclusive leader, strategies to assess employee buy-in, professional development opportunities, and workplace accessibility. You will examine how to uproot workplace toxicity and address and prevent harassment and discrimination. The course illustrates the many benefits of an inclusive culture, including higher levels of employee engagement, productivity, employee satisfaction, and retention rates.

Hiring and Retaining Diverse Talent

Credits: IACET CEUs: 0.4 (Contact Hours: 4 hours); HRCI Credits: 4 (Type: General); SHRM PDCs: 4

Time Limit: 90 Days to Complete Cost: \$109

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HR Ethics Series: Building an Ethical Organization

Credits: PMI PDUs: 1.5; Leadership PDUs: 0.75; Strategic & Business Management PDUs: 0.5; Technical PM PDUs: 0.25; IACET CEUs: .15 (Contact Hours: 1.5 hours); HRCI Credits: 1.5 (Type: General); SHRM PDCs: 1.5

Time Limit: 90 Days to Complete Cost: \$59

Why do ethical people commit unethical acts? While individual morality certainly plays some role in ethical decision-making, the whole is larger than the sum of its parts. Corporate culture is integral to inspiring the best from employees and identifying any ethical problems immediately. HR professionals are critical for building and maintaining an ethical organization, as they are responsible for advertising jobs, screening applicants, and onboarding, training, and monitoring employees. This course lays out the components of an ethical organization with special attention on how HR facilitates the process of building and maintaining an ethical corporate culture.

HR Ethics Series: Capitalism, Inequality, and Justice

Credits: IACET CEUs: .15 (Contact Hours: 1.5 hours); HRCI Credits: 1.5 (Type: General); SHRM PDCs: 1.5

Time Limit: 90 Days to Complete Cost: \$59

Because it is the driving force behind economic organizations worldwide, capitalism is a term that business leaders, executives, and employees should know well. Another reason to know this term well: it is at the center of much debate and controversy. At the same time that capitalism is praised for its ability to stimulate innovation and spur economic growth, it is criticized for its contribution to inequality and injustice around the world. This course will explore the topic of capitalism and its relationship to ethics, justice, and inequality.

HR Ethics Series: Common Ethical Challenges

Credits: PMI PDUs: 1.5; Leadership PDUs: 0.5; Strategic & Business Management PDUs: 0.75; Technical PM PDUs: 0.25; IACET CEUs: .15 (Contact Hours: 1.5 hours); HRCI Credits: 1.5 (Type: Specified - Strategic Business); SHRM PDCs: 1.5

Time Limit: 90 Days to Complete Cost: \$59

There are certain ethical challenges that employees and organizations are likely to face. Many of these challenges arise due to the commercial nature of business. Business owners and leaders are interested in generating a profit and accruing assets, and because of this, morally troubling situations can be difficult to identify, evaluate, and navigate clearly. This course examines ethical challenges that companies and organizations may encounter and steps for how to address them. While all members of an organization are responsible for promoting and preserving an ethical culture within the organization, this course pays special attention to the role that human resources professionals play in mitigating ethical challenges.

HR Ethics Series: Corporations and Corporate Social Responsibility

Credits: PMI PDUs: 1.5; Leadership PDUs: 0.5; Strategic & Business Management PDUs: 0.75; Technical PM PDUs: 0.25; IACET CEUs: .15 (Contact Hours: 1.5 hours); HRCI Credits: 1.5 (Type: Specified - Strategic Business); SHRM PDCs: 1.5

Time Limit: 90 Days to Complete Cost: \$59

Corporations have a fiduciary responsibility to produce profits for shareholders, but people increasingly believe that corporations have other responsibilities as well. Corporate social responsibility (CSR) recognizes the company's duty to its community, customers, and the environment as well as to shareholder value. This course defines corporations and discusses CSR best practices and important laws, such as the Sarbanes-Oxley Act and the U.S. Foreign Corrupt Practices Act, that constrain some unethical business practices. The course focuses on how the HR department can best support CSR and sustainability.

HR Ethics Series: Defining Business Ethics

Credits: PMI PDUs: 1.5; Leadership PDUs: 1; Strategic & Business Management PDUs: 0.25; Technical PM PDUs: 0.25; IACET CEUs: .15 (Contact Hours: 1.5 hours); HRCI Credits: 1.5 (Type: Specified - Strategic Business); SHRM PDCs: 1.5

Time Limit: 90 Days to Complete Cost: \$59

This course provides an introduction to business ethics, laying a foundation for how the study of right and wrong can (and should) shape the way organizations conduct business. While everyone within an organization is responsible for upholding high ethical standards, this course will focus specifically on the role that human resources professionals play in establishing and maintaining an ethical culture within an organization. The course addresses the importance of a code of conduct and professional and legal standards within the business organization. It lays out different ethical systems and how they provide frameworks for making ethical decisions.

HR Ethics Series: Ethical Decision Making

Credits: PMI PDUs: 1.5; Leadership PDUs: 1.5; IACET CEUs: .15 (Contact Hours: 1.5 hours); HRCI Credits: 1.5 (Type: Specified - Strategic Business); SHRM PDCs: 1.5

Time Limit: 90 Days to Complete Cost: \$59

Business leaders, managers, and staff at all levels of an organization will face decisions in their pursuit of moving the business forward—however, some decisions may be easier to navigate than others. When faced with a situation where no clear answer rings out, how do you decide on the best course of action? This course introduces learners to the principles and processes involved in making ethical decisions—that is, making decisions that are based on close examination of different ethical frameworks, the notion of right and wrong, and moral standards. This course pays special attention to situations within the realm of human resources, where upholding an ethical approach to decision making is crucial.

HR Ethics Series: Globalization and Ethics

Credits: PMI PDUs: 1.5; Leadership PDUs: 0.75; Strategic & Business Management PDUs: 0.75; IACET CEUs: .15 (Contact Hours: 1.5 hours); HRCI Credits: 1.5 (Type: Specified - Strategic Business); SHRM PDCs: 1.5

Time Limit: 90 Days to Complete Cost: \$59

Due in large part to advancements in technology, transportation, and trade, businesses now operate in an ever-expanding global economy, where communities and countries rely on one another to buy and sell needed goods and services. While many believe that globalization produces more opportunities for businesses to expand, grow, and profit, others have witnessed tremendous inequalities, harsh working conditions, and the environmental impact of globalization. This course examines the qualities of globalization and the issues and ethical challenges that can arise when businesses and organizations participate in the global economy.

HR Ethics Series: Issues in the Workplace

Credits: PMI PDUs: 1.5; Leadership PDUs: 1; Strategic & Business Management PDUs: 0.5; IACET CEUs: .15 (Contact Hours: 1.5 hours); HRCI Credits: 1.5 (Type: General); SHRM PDCs: 1.5

Time Limit: 90 Days to Complete Cost: \$59

Among the more important ethical obligations of organizations are those that involve the health, safety, and fair treatment of employees. Employers have a moral and ethical obligation to protect employees against discrimination, harassment, and harm. This course reviews common workplace issues and strategies for how to address them. Because human resources professionals play a crucial role in supporting employee well-being, this course pays special attention to the role of HR in preventing and resolving issues in the workplace.

HR Ethics Series: Leadership and Organizational Ethics

Credits: PMI PDUs: 1.5; Leadership PDUs: 1; Strategic & Business Management PDUs: 0.5; IACET CEUs: .15 (Contact Hours: 1.5 hours); HRCI Credits: 1.5 (Type: Specified - Strategic Business); SHRM PDCs: 1.5

Time Limit: 90 Days to Complete Cost: \$59

Everyone knows that leadership is important in business ethics, but what kind of characteristics does an effective ethical leader have? How should an ethical leader deal with a crisis? Through business scenarios and real-world examples, this course addresses how leaders build ethical organizations. It addresses leadership by example and the practices leaders institute in the organization, including how leaders can effectively deal with a crisis or an ethical lapse.

HR Ethics Series: Theories of Ethics

Credits: PMI PDUs: 1.5; Leadership PDUs: 1; Strategic & Business Management PDUs: 0.25; Technical PM PDUs: 0.25; IACET CEUs: .15 (Contact Hours: 1.5 hours); HRCI Credits: 1.5 (Type: Specified - Strategic Business); SHRM PDCs: 1.5

Time Limit: 90 Days to Complete Cost: \$59

Ethical dilemmas confront those in business with the fundamental question: "What's the right thing to do?" But the "right" thing is often difficult to determine and an unexamined patchwork of ideas inform the decision. In order to better understand how to judge right and wrong, this course introduces some foundational ethical systems and explores their implications for business decisions, with a particular focus on the role human resource professionals have in safeguarding ethics in a business environment. Should a business focus on following the rules or on the effects the decision will have? Can self-interest play a role in making an ethical decision? This course presents the ethical theories of utilitarianism, ethical relativism, egoism, and Kantian ethics. It also explores the role religion plays in the development of ethical systems.

HR Hot Topic: Buzzworthy Benefits

Credits: IACET CEUs: .15 (Contact Hours: 1.5 hours); HRCI Credits: 1.5 (Type: General); SHRM PDCs: 1.5

Time Limit: 90 Days to Complete Cost: \$59

Employers are looking for ways to attract and retain top employees. Employees are seeking working conditions that reflect their needs and wants. By offering the right employee benefits, both employers and employees can reach their goals. In this course, you will learn about increasingly popular employee benefits, including paid leave for new parents, student loan assistance programs, and employer-sponsored volunteerism policies.

HR Hot Topic: Diversity and Inclusion in the Workplace

Credits: PMI PDUs: 1.5; Leadership PDUs: 0.75; Strategic & Business Management PDUs: 0.5; Technical PM PDUs: 0.25; IACET CEUs: .15 (Contact Hours: 1.5 hours); HRCI Credits: 1.5 (Type: General); SHRM PDCs: 1.5

Time Limit: 90 Days to Complete Cost: \$59

While diversity and inclusion are popular topics in the media and for many progressive organizations, the concepts of diversity and inclusion can be slippery and elusive. What are diversity and inclusion? How are they related to each other? How do you know if your organization is diverse and practices inclusivity? What diversity and inclusion initiatives produce measurable results? In this course, you will examine the concepts of diversity and inclusion and will gain the tools necessary to support an inclusive workplace.

HR Hot Topic: Employee Classification

Credits: PMI PDUs: 1.5; Leadership PDUs: 0.75; Strategic & Business Management PDUs: 0.75; IACET CEUs: .15 (Contact Hours: 1.5 hours); HRCI Credits: 1.5 (Type: General); SHRM PDCs: 1.5

Time Limit: 90 Days to Complete Cost: \$59

Successful businesses and organizations rely on workers to perform daily tasks and to keep things running smoothly. Regardless of size, mission, or product, all organizations must determine which roles and responsibilities are necessary to meet business needs. Human resources professionals play a key role in helping organizations assess the number of workers needed, the duties and responsibilities associated with specific roles, and whether or not to hire employees or independent contractors to perform specific tasks. This course provides HR professionals with an overview of different employee classification types, important regulations related to employee classification, and action steps for maintaining compliance.

HR Hot Topic: Flexible Work Arrangements

Credits: IACET CEUs: 0.15 (Contact Hours: 1.5 hours); HRCI Credits: 1.5 (Type: General); SHRM PDCs: 1.5

Time Limit: 90 Days to Complete Cost: \$59

We live in a time where "alternative" work arrangements are becoming more and more the norm. Especially in the wake of the COVID-19 pandemic, companies are exploring new ways of working and are seeing the benefits of greater adaptability as circumstances continue to change and evolve. Both employers and employees can benefit from flexible work arrangements, but offering greater flexibility is not without risk. In this course, you will explore flexible work arrangements, including remote work, flextime, job sharing, compressed workweeks, contracting, gig work, and permanent part-time positions. You will also learn how these flexible work arrangements affect both the business objectives of an organization and the work-life balance of employees.

HR Hot Topic: Handling Workplace Violence

Credits: IACET CEUs: .15 (Contact Hours: 1.5 hours); HRCI Credits: 1.5 (Type: General); SHRM PDCs: 1.5

Time Limit: 90 Days to Complete Cost: \$59

Conflict is inevitable in every workplace environment but can typically be resolved with strong leadership and interpersonal communication skills. However, there are times when conflict escalates to a level that puts a worker's well-being or safety at risk. Such dangerous conflict can have devastating effects on an organization, dissolving its focus and resources and even causing it to shut down operations completely. This course will explore the causes and signs of violence in the workplace and will provide tips on how to diffuse dangerous behavior and restore a positive, safe workplace environment.

HR Hot Topic: Marijuana and the Workplace

Credits: IACET CEUs: .15 (Contact Hours: 1.5 hours); HRCI Credits: 1.5 (Type: General); SHRM PDCs: 1.5

Time Limit: 90 Days to Complete Cost: \$59

Medical marijuana is legal in more than half the states and the District of Columbia (D.C.), and the recreational use of marijuana is legal in many. Yet, federal law still identifies marijuana as an illegal drug. In this course, you will learn about the importance of creating and communicating clear workplace policies that address employee drug use. You will also learn to identify signs that an employee might be impaired and how to address those concerns when they come up. You will have the opportunity to explore the legal status of marijuana in your state.

HR Hot Topic: Pay Equity

Credits: IACET CEUs: .15 (Contact Hours: 1.5 hours); HRCI Credits: 1.5 (Type: General); SHRM PDCs: 1.5

Time Limit: 90 Days to Complete Cost: \$59

In this course, you will explore the importance of developing workplace policies that address unfair gaps in employee pay. You will learn about tools that can help inform those policies—like survey and pay audits—and best practices for their implementation. This course presents federal and state legislation on pay equity, and it provides an opportunity for you to explore your state's laws and how they impact your workplace.

HR Hot Topic: Promoting Employee Well-being

Credits: IACET CEUs: .15 (Contact Hours: 1.5 hours); HRCI Credits: 1.5 (Type: General); SHRM PDCs: 1.5

Time Limit: 90 Days to Complete Cost: \$59

Promoting employee well-being is essential for a healthy organization. While this may seem obvious, it can easily be overlooked in an effort to meet other organizational goals. In this course, you will learn what it means to develop a working environment that prioritizes employee health, happiness, and comfort. You will explore various techniques for creating a positive workplace culture and identify common stressors that may threaten employee well-being. You will also learn about the effects employee well-being has on a company's financial success and productivity.

HR Hot Topic: Recruiting Multi-generational Employees

Credits: IACET CEUs: 0.15 (Contact Hours: 1.5 hours); HRCI Credits: 1.5 (Type: General); SHRM PDCs: 1.5

Time Limit: 90 Days to Complete Cost: \$59

Recruiting multi-generational employees is crucial in a world where more individuals are putting off retirement and making later-in-life career changes. While the benefits of a multi-generational workforce may seem obvious, they can easily be overlooked in an effort to meet other organizational goals. In this course, you will learn the differences between current generations that are working together. You will explore various considerations for attracting, recruiting, and retaining an age-diverse workforce. You will also learn how age-diversity can influence a company's success, innovation, and productivity.

HR Hot Topic: The Future of Work

Credits: PMI PDUs: 1.5; Leadership PDUs: 1; Strategic & Business Management PDUs: 0.25; Technical PM PDUs: 0.25; IACET CEUs: 0.15 (Contact Hours: 1.5 hours); HRCI Credits: 1.5 (Type: Specified - Strategic Business); SHRM PDCs: 1.5

Time Limit: 90 Days to Complete Cost: \$59

What will the future workspace look like? What are the "typical jobs" of tomorrow? How many hours a week will employees work? How will culture and technology affect the future of work? The answers to these questions are based on events, innovation, employer motivation, and the needs, preferences, and composition of the workforce. This course explores the future of work in the context of COVID-19, automation, artificial intelligence (AI), business sustainability, multi-generational workforces, different business models, increasing demand for flexible work arrangements, an evolving organizational culture, and a need for expanded accessibility.

HR in Times of Crisis

Credits: IACET CEUs: .3 (Contact Hours: 3 hours); HRCI Credits: 3 (Type: General); SHRM PDCs: 3

Time Limit: 90 Days to Complete Cost: \$99

When faced with a crisis, such as a natural disaster, terrorist attack, or pandemic disease, organizations must consider the safety and wellbeing of their employees. Learn how businesses respond before, during, and after crises and the critical role that human resource (HR) professionals play in this process.Â Explore both short-term and long-term responses, including management reorganizations and protocols for employees in essential and nonessential industries.Â This course also examines how effective communication strategies, health and wellness programs, insurance options, and government actions help businesses respond to and recover from crises.

HR Simulation: BioSage Labs

Credits: IACET CEUs: 1 (Contact Hours: 10 hours); HRCI Credits: 10 (Type: General); SHRM PDCs: 10

Time Limit: 90 Days to Complete Cost: \$409

In this course, you will play the role of a recently hired HR manager at the fictional company BioSage Labs. You will encounter different situations faced by HR managers, such as onboarding, diversity and inclusion, retention, harassment, emergency procedures, pay gaps, and substance abuse in the workplace. You will have the opportunity to make decisions throughout the simulation, which will impact outcomes, involve trade-offs, and affect your overall score. The simulation includes an adaptive scoreboard, as well as feedback and video commentary from an experienced HR manager. The BioSage Labs simulation gives you the opportunity to apply your HR knowledge and skills to a series of engaging situations.

HR Skills and trade: Coaching

Credits: PMI PDUs: 2; Power Skills PDUs: 1; Business Acumen PDUs: 1; IACET CEUs: 0.2 (Contact Hours: 2 hours); HRCI Credits: 2 (Type: General); SHRM PDCs: 2

Time Limit: 90 Days to Complete Cost: \$69

The goal of coaching in a business environment is to help an employee to grow, develop, and succeed by removing roadblocks to performance and enhancing creativity. Coaching is a skill that can be learned with practice and one that will pay back in improved employee performance and workplace culture.

In this course you will explore how coaching employees is a vital part of management in any organization. We'll discuss the differences between coaching and mentoring, identify common coaching challenges, review the GROW model, explain the importance of active listening and setting SMART goals, and discuss how to monitor progress and provide feedback.

HR Skills and trade: Communication and HR

Credits: IACET CEUs: 0.2 (Contact Hours: 2 hours); HRCI Credits: 2 (Type: General); SHRM PDCs: 2

Time Limit: 90 Days to Complete Cost: \$69

In this course, you will explore the various types of HR communications and communication channels, study the elements of effective communication, and consider strategies for building your communication skills. You will also learn how to write and communicate clearly and with purpose, consider how to tailor your messages for defined audiences, and discover how to facilitate open communication. As an HR professional, your job is to develop and maintain an effective work team that upholds the company's policies and positions. Communication is essential to accomplishing your goals, preventing misunderstandings, and encouraging productivity.

HR Skills and trade: Conflict Resolution

Credits: IACET CEUs: 0.2 (Contact Hours: 2 hours); HRCI Credits: 2 (Type: General); SHRM PDCs: 2

Time Limit: 90 Days to Complete Cost: \$69

Every organization encounters the occasional conflict. When dealt with effectively, it can make an organization stronger and more resilient. When left unchecked, it can affect the well-being of employees and the success of an organization. This course provides an overview of the benefits of conflict resolution. We discuss the role of HR in handling disputes and describe some common sources of workplace conflict. You will learn to identify different conflict styles along with strategies and best practices for responding to workplace conflict. We also discuss how to identify and respond to dangerous situations. Finally, you'll learn about organizational policies and legal considerations for handling conflict.

HR Skills and trade: Effective Meetings

Credits: IACET CEUs: 0.2 (Contact Hours: 2 hours); SHRM PDCs: 2

Time Limit: 90 Days to Complete Cost: \$69

Meetings are an important tool for communicating in the workplace. When managed effectively, they provide opportunities for building relationships, solving problems, sharing ideas, making plans, and discussing progress.

In this course, you will learn about some common types of meetings, along with best practices for scheduling, planning, and leading them. We will describe how to create an agenda, take minutes, and use different types of materials. You will also learn how to address some of the common challenges associated with meetings. Finally, we will provide some tips for hosting virtual meetings and describe some key elements of policies related to meetings in the workplace.

HR Skills and trade: Exit Interviews

Credits: IACET CEUs: 0.2 (Contact Hours: 2 hours); HRCI Credits: 2 (Type: General); SHRM PDCs: 2

Time Limit: 90 Days to Complete Cost: \$69

Exit interviews are a powerful tool for organizations to reduce harmful turnover and strengthen their operations, but many organizations fail to use them to their fullest potential. The solution lies in training interviewers to ask the right questions and leaders to recognize the value of exit interview data.

In this course, you will explore the purpose and goals of an effective exit interview process, the merits of various interview formats and styles, what to ask (and what not to), and how to advocate for the proper use of exit interview feedback within your organization.

HR Skills and trade;: Handling Difficult Conversations

Credits: IACET CEUs: 0.2 (Contact Hours: 2 hours); HRCI Credits: 2 (Type: General); SHRM PDCs: 2

Time Limit: 90 Days to Complete Cost: \$69

HR professionals perform a wide variety of tasks within an organization. However, regardless of their role or function area, all HR managers at some point have to engage in difficult conversations. While these conversations are not easy to have, there are ways to make them less difficult.

In this course, we will define difficult conversations as those involving sensitive or contentious matters that often trigger strong emotions that can prove challenging to handle for the participants. We'll discuss how preparing for these conversations, focusing on employee behavior, engaging in active listening, and encouraging back-and-forth discussion can make them more productive. Armed with the right tools and techniques, you can handle difficult conversations and steer them to a successful conclusion.

HR Skills and trade;: HR Federal Law

Credits: IACET CEUs: 0.3 (Contact Hours: 3 hours); HRCI Credits: 3 (Type: General); SHRM PDCs: 3

Time Limit: 90 Days to Complete Cost: \$99

HR professionals play a key role in ensuring that employment laws are implemented fairly and consistently across their organization, and they help the organization stay in compliance with required laws. To do this well, HR professionals must be aware of key legislation and any potential changes to legislation. They must know how employment laws affect their organization, and they must develop strategies and procedures for following those laws.

In this course, you'll learn about some important federal employment laws and examine how those laws are implemented in the workplace. You'll also learn about key resources for learning about relevant federal laws, and you'll practice employing your research skills to examine federal laws relevant to your organization.

HR Skills and trade: Interpreting Data

Credits: IACET CEUs: 0.3 (Contact Hours: 3 hours); HRCI Credits: 3 (Type: General); SHRM PDCs: 3

Time Limit: 90 Days to Complete Cost: \$99

Professionals in all areas of an organization turn to data to aid in their decision-making process, and human resource managers are no exception. By including data in your decision-making process, you can remove some of the guesswork that comes from relying solely on instincts and experience.

This course focuses on what happens after analyzing the data. You will learn about the methods for extracting insights from different types of data. You will also learn tips on how to use data to develop a strategic plan and present your findings to relevant stakeholders. Through practice, you will develop your data interpretation skills and become a more effective HR professional.

HR Skills and trade: Interviewing

Credits: IACET CEUs: 0.3 (Contact Hours: 3 hours); HRCI Credits: 3 (Type: General); SHRM PDCs: 3

Time Limit: 90 Days to Complete Cost: \$99

The job interview is one of the most popular means of distinguishing among applicants for an open position. However, research has shown interviews can lead to biased and poor hiring decisions. This course will guide you through how to construct a fair and effective interview process that will lead you to a quality hire. It will give you information on different types of interviews, practice in designing effective interview questions, and tips for how to respond to unexpected situations.

HR Skills and trade;: Leadership and HR

Credits: IACET CEUs: 0.3 (Contact Hours: 3 hours); HRCI Credits: 2.0 (Type: General); SHRM PDCs: 2

Time Limit: 90 Days to Complete Cost: \$69

The Human Resources department of an organization manages its people, which makes it key to organization success. This course will address the leadership aspects of HR: devising and implementing strategic planning and upholding an organization's core values, developing talent and future leaders within the organization, recruiting and maintaining a diverse workforce, creating an inclusive environment, and being ready to handle crises. The course will offer HR professionals strategies and best practices for implementing these important leadership functions.

HR Skills and trade;: Onboarding

Credits: IACET CEUs: 0.2 (Contact Hours: 2 hours); HRCI Credits: 2 (Type: General); SHRM PDCs: 2

Time Limit: 90 Days to Complete Cost: \$69

Onboarding is the process of welcoming new employees into the organization and providing them with the resources necessary to be fruitful members of the organization. This process is a calculated method that lasts anywhere from a month to a whole year. Onboarding is directly connected to many key HR functions, including workplace culture and safety, professional development and training, and employee retention. When employees have a strong onboarding experience, they are more likely to stay with their organizations longer and to feel satisfied in their roles.

In this course, you'll learn what makes an onboarding plan successful, and you'll learn how orientation, onboarding, and training come together to promote long-term success for new employees.

HR Skills and trade;: Problem-Solving

Credits: IACET CEUs: 0.2 (Contact Hours: 2 hours); HRCI Credits: 2 (Type: General); SHRM PDCs: 2

Time Limit: 90 Days to Complete Cost: \$69

In this course, you will learn a number of techniques and models for problem solving. You will also learn about the types of problems HR professionals encounter. Lastly, you will apply problem-solving strategies to a number of real-world HR issues. Through practice, you will hone your problem-solving skill set and become a more effective HR professional.

HR Skills and trade;: Progressive Discipline

Credits: IACET CEUs: 0.2 (Contact Hours: 2 hours); HRCI Credits: 2 (Type: General); SHRM PDCs: 2

Time Limit: 90 Days to Complete Cost: \$69

Progressive discipline is a best practice for handling workplace issues by providing opportunities for employees to correct problems through a series of increasingly severe sanctions. This course will provide HR professionals with the skills necessary to implement and manage an effective progressive discipline program at their organization.

HR Skills and trade;: SMART Goals for Performance Evaluation

Credits: PMI PDUs: 2; Power Skills PDUs: 0.75; Ways of Working PDUs: 1.25; IACET CEUs: 0.2 (Contact Hours: 2 hours); HRCI Credits: 2 (Type: General); SHRM PDCs: 2

Time Limit: 90 Days to Complete Cost: \$69

Using SMART goals is widely considered a best practice for setting targets and measuring employee progress. SMART goals are goals that include the valuable details that help make them attainable. They provide employees with a sense of direction, keep them motivated, and let them know how and when their progress will be evaluated.

In this course, we describe the five characteristics of SMART goals: specific, measurable, attainable, relevant, and time-bound. You will learn to recognize whether or not a goal is SMART and to outline the process for developing effective SMART goals. Finally, you'll learn how SMART goals can be evaluated and how they can be used to create an action plan that helps employees set and meet their unique targets.

HR Skills and trade;: The Hiring Process

Credits: IACET CEUs: 0.3 (Contact Hours: 3 hours); HRCI Credits: 3 (Type: General); SHRM PDCs: 3

Time Limit: 90 Days to Complete Cost: \$99

The success of an organization is entirely dependent on its people. An organization's mission can only be achieved through the hard work of talented, dedicated employees, which is why hiring is a crucial task that organizations must get right.

The key to a good hire is a good hiring process. HR professionals play a central role in ensuring the organization acquires the right talent. In this course, you'll learn how you can help your organization succeed by determining staffing needs, recruiting qualified candidates, conducting effective interviews, and selecting the best candidate for the role. This course outlines the hiring process from beginning to end—from developing a hiring plan through the onboarding process.

HR Skills and trade;: Training and Development

Credits: IACET CEUs: 0.2 (Contact Hours: 2 hours); HRCI Credits: 2 (Type: General); SHRM PDCs: 2

Time Limit: 90 Days to Complete Cost: \$69

The training and development of employees is one of the most important aspects of human resource management. Even if the most qualified candidate is hired for a specific role, they will eventually require training and development, due to changes in the business environment.

This course provides an overview of the process for developing and evaluating training programs. You'll learn how HR professionals identify training needs and how different types of training can be used to support employees. We also discuss the way career development helps individuals reach their full potential. The course covers the phases of a typical career life cycle and recommends tools for supporting the career development of employees.

Inclusive Engagement and Development

Credits: IACET CEUs: 0.4 (Contact Hours: 4 hours); HRCI Credits: 4 (Type: General); SHRM PDCs: 4

Time Limit: 90 Days to Complete Cost: \$109

Throughout each workday, HR professionals have opportunities to build inclusive work environments. Today's world requires HR managers to support D&I initiatives in different work models. Inclusive decision-making is an important component in creating work cultures that embrace diversity and belonging. This decision-making process increases innovation, engagement, and business performance. HR managers are also in key positions to build inclusive learning and development teams and learning content. This course explores strategies for transparent and inclusive decision-making, the building of inclusive learning and development teams, and ways to support diversity and inclusion in hybrid and remote work models.

Inclusive HR Leadership

Credits: IACET CEUs: 0.4 (Contact Hours: 4 hours); HRCI Credits: 4 (Type: General); SHRM PDCs: 4

Time Limit: 90 Days to Complete Cost: \$109

Inclusive HR leaders foster more innovative and productive work environments. HR leaders play a key role in developing, changing, and reinforcing an organization's culture. They also assess and analyze the organization's current workforce diversity and set goals for overcoming challenges to inclusion. Perhaps most importantly, these HR professionals help other leaders develop inclusive competencies and strategies to improve performance and decision-making among teams.

This course explores inclusive leadership competencies for HR professionals, the application of these competencies within different business structures, the roles HR leaders play in developing inclusive organizational leaders, and the characteristics and benefits of inclusive leadership programs.

Introduction to Human Resource Management

Credits: PMI PDUs: 3; Leadership PDUs: 0.5; Strategic & Business Management PDUs: 2; Technical PM PDUs: 0.5; IACET CEUs: .3 (Contact Hours: 3 hours); HRCI Credits: 3 (Type: General); SHRM PDCs: 3

Time Limit: 90 Days to Complete Cost: \$99

Human Resource Management includes the vital tasks of recruiting, screening, interviewing, training, appraising, disciplining, rewarding, and developing the employee—both for business and non-profit enterprises. Since all managers have HR responsibilities, it is important that they have an understanding of the key concepts of this increasingly important function, especially since many decisions they make about employees have possible legal ramifications. This introductory-level course draws on material from Harvard Business School professor D. Quinn Mills' book, *Principles of Human Resource Management*.

Performance Management

Credits: PMI PDUs: 3; Leadership PDUs: 1.25; Strategic & Business Management PDUs: 1; Technical PM PDUs: 0.75; IACET CEUs: .3 (Contact Hours: 3 hours); HRCI Credits: 3 (Type: General); SHRM PDCs: 3

Time Limit: 90 Days to Complete Cost: \$99

In its broadest sense, "performance management" is what every good manager does every day: makes sure employees know what they need to do to achieve the organization's goals, checks to make sure the employees are doing those things, praises employees for doing the right things, and uses constructive criticism when that is not the case. A formal performance management system simply makes sure all those management tasks get done consistently across an organization. This introductory-level course considers these varied elements of performance management. Earn SHRM and HRCI credit while mastering these important elements of human resource management.

PHR® Exam Prep Course

Credits: IACET CEUs: 2.5 (Contact Hours: 25 hours)

Time Limit: 180 Days to Complete Cost: \$399

This completely online and self-paced, six-module Human Resources management course provides comprehensive preparation for the Professional in Human Resources (PHR®) certification exam. The course includes exam-taking tips, a detailed diagnostic test, practice questions at the end of each module, and a full-length, 175-question practice exam. A total of 365 practice questions address the six knowledge areas covered in the PHR® exam.

Talent Management and Career Development

Credits: IACET CEUs: .3 (Contact Hours: 3 hours); HRCI Credits: 3 (Type: General); SHRM PDCs: 2

Time Limit: 90 Days to Complete Cost: \$99

Drawing on material from Harvard Business School professor D. Quinn Mills' book, *Principles of Human Resource Management*, this introductory-level course covers the challenges and issues that organizations face in developing and retaining their employees.

Thriving in the HR Executive Role

Credits: IACET CEUs: 0.3 (Contact Hours: 3 hours); HRCI Credits: 3; SHRM PDCs: 3

Time Limit: 90 Days to Complete Cost: \$99

The role of a chief human resources officer (CHRO) is multifaceted and requires adaptability, innovative thinking, and emotional intelligence. Strategy-minded HR professionals who enjoy working at the intersection of business leadership and human resources will find the path to becoming a CHRO highly engaging and rewarding. CHROs are responsible for providing guidance and coaching at the executive level, and they develop creative and innovative HR solutions to address common business challenges. In this course, you'll learn about the crucial role CHROs play within their organizations, and you'll deepen your understanding of HR practices and principles at the executive level. The course features interactive exercises as well as video commentary from CHROs, who share real-world expertise and provide advice for HR professionals looking to move up in their careers.

INC. MAGAZINE

Inc. Magazine

A Guide to Business Loans

Credits: IACET CEUs: 0.3 (Contact Hours: 3 hours); HRCI Credits: 3 (Type: Specified - Strategic Business)

Time Limit: 90 Days to Complete Cost: \$99

This completely online and self-paced one-module course utilizes Inc. Magazine's prize-winning editorial content to introduce basic concepts related to business financing, including how various loan products work, what to consider when assessing your business's financing needs, and how to navigate the application process. The focus is on providing practical, hands-on advice to entrepreneurs and small business people, including video segments and commentary from industry-leading practitioners and subject matter experts. The course also offers how-to lists and advice, interactive games, and review questions to ensure mastery of the material.

Included with your course is a six-month complimentary subscription to Inc. Magazine. Your subscription will start with the current issue. Inc. Magazine publishes 6 issues a year.

Becoming a Better Leader

Credits: PMI PDUs: 3; Leadership PDUs: 2.25; Strategic & Business Management PDUs: 0.25; Technical PM PDUs: 0.5; IACET CEUs: .3 (Contact Hours: 3 hours); HRCI Credits: 3 (Type: Specified - Strategic Business); SHRM PDCs: 3

Time Limit: 90 Days to Complete Cost: \$99

This completely online and self-paced one-module course utilizes Inc. Magazine's prize-winning editorial content to introduce basic concepts of business leadership, including communication and motivation; leading teams; leading virtual workers; and leading during times of change. The focus is on providing practical, hands-on advice to entrepreneurs and small-business people, including video segments with analysis and commentary from industry-leading practitioners and subject matter experts. The course also offers real-world examples, how-to lists and advice, interactive games, and review questions to ensure mastery of the material.

Finance 101 for Entrepreneurs

Credits: PMI PDUs: 3; Leadership PDUs: 0.5; Strategic & Business Management PDUs: 1.5; Technical PM PDUs: 1; IACET CEUs: .3 (Contact Hours: 3 hours); HRCI Credits: 3 (Type: Specified - Strategic Business); SHRM PDCs: 3

Time Limit: 90 Days to Complete Cost: \$99

This completely online and self-paced one-module course utilizes Inc. Magazine's prize-winning editorial content to introduce basic concepts of business operations and crisis management. The focus is on providing practical, hands-on advice to entrepreneurs and small-business people, including video segments with analysis and commentary from industry-leading practitioners and subject matter experts. The course also offers real-world examples, how-to lists and advice, interactive games, and review questions to ensure mastery of the material.

Optimizing Operations and Managing Crises

Credits: PMI PDUs: 3; Leadership PDUs: 0.5; Strategic & Business Management PDUs: 1.5; Technical PM PDUs: 1; IACET CEUs: .3 (Contact Hours: 3 hours); HRCI Credits: 3 (Type: Specified - Strategic Business); SHRM PDCs: 3

Time Limit: 90 Days to Complete Cost: \$99

This completely online and self-paced one-module course utilizes Inc. Magazine's prize-winning editorial content to introduce basic concepts of business operations and crisis management. The focus is on providing practical, hands-on advice to entrepreneurs and small-business people, including video segments with analysis and commentary from industry-leading practitioners and subject matter experts. The course also offers real-world examples, how-to lists and advice, interactive games, and review questions to ensure mastery of the material.

Selling Like a Pro

Credits: PMI PDUs: 3; Leadership PDUs: 1; Strategic & Business Management PDUs: 1.25; Technical PM PDUs: 0.75; IACET CEUs: .3 (Contact Hours: 3 hours); HRCI Credits: 3 (Type: Specified - Strategic Business); SHRM PDCs: 3

Time Limit: 90 Days to Complete Cost: \$99

This completely online and self-paced one-module course utilizes Inc. Magazine's prize-winning editorial content to introduce basic concepts of sales, including the sales funnel and pipeline; lead qualification; presentations; metrics; and closing. The focus is on providing practical, hands-on advice to entrepreneurs and small-business people, including video segments with analysis and commentary from industry-leading practitioners and subject matter experts. The course also offers real-world examples, how-to lists and advice, interactive games, and review questions to ensure mastery of the material.

INTERNATIONAL TRADE

International Trade

Global Business Management

Credits: IACET CEUs: 1 (Contact Hours: 10 hours)

Time Limit: 90 Days to Complete Cost: \$319

This online and self-paced Global Business Management prepares learners to take NASBITE's Certified Global Business Professional™ exam. It includes an in-depth review of the Global Business Management knowledge area aligned with NASBITE's practice delineation, exam taking tips, module quizzes, and a 25-question Practice Exam covering the Global Business Management area of knowledge. For a comprehensive NASBITE CGBP™ Exam Prep course, register for the full suite of International Trade courses, which includes Global Business Management, Global Supply Chain Management, Global Marketing, and Global Trade Finance. The Global Business Management course reviews essential skills for the practice of management in an international business context. It covers practical applications of management including: setting a mission and vision for the global business enterprise; developing a global business plan; conducting research in an international environment; understanding the nuances of cultural, legal, political, and regulatory differences; and using technology to support global trade.

Global Marketing

Credits: IACET CEUs: 1 (Contact Hours: 10 hours)

Time Limit: 90 Days to Complete Cost: \$319

This online and self-paced Global Marketing prepares learners to take NASBITE's Certified Global Business Professional™ exam. It includes an in-depth review of the Global Marketing knowledge area aligned with NASBITE's practice delineation, exam taking tips, module quizzes, and a 25-question Practice Exam covering the Global Marketing area of knowledge. For a comprehensive NASBITE CGBP™ Exam Prep course, register for the full suite of International Trade courses, which includes Global Business Management, Global Supply Chain Management, Global Marketing, and Global Trade Finance. The Global Marketing course reviews the essential skills for the practice of marketing in an international business context. It covers practical applications of marketing including: assessing the external environment; performing strengths-weaknesses-opportunities-threats (SWOT) analysis; conducting international market research; developing a marketing plan and budget; determining the global marketing mix (product, price, placement, and promotional strategies); and conducting competitor analysis.

Global Supply Chain Management

Credits: IACET CEUs: 1 (Contact Hours: 10 hours)

Time Limit: 90 Days to Complete Cost: \$319

This online and self-paced Global Supply Chain Management prepares learners to take NASBITE's Certified Global Business Professional™ exam. It includes an in-depth review of the Global Supply Chain Management knowledge area aligned with NASBITE's practice delineation, exam taking tips, module quizzes, and a 25-question Practice Exam covering the Global Supply Chain Management area of knowledge. For a comprehensive NASBITE CGBP™ Exam Prep course, register for the full suite of International Trade courses, which includes Global Business Management, Global Supply Chain Management, Global Marketing, and Global Trade Finance. The course provides an overview of essential skills for managing supply-chain logistics in an international business context. It covers practical applications of supply-chain management including: transportation modes; taxes, duties and quotas; trade agreements; packaging requirements; use of intermediaries; documentation requirements; legal and regulatory requirements; insurance; trade conventions; and the offshore procurement process.

Global Trade Finance

Credits: IACET CEUs: 1 (Contact Hours: 10 hours)

Time Limit: 90 Days to Complete Cost: \$319

This online and self-paced Global Trade Finance prepares learners to take NASBITE's Certified Global Business Professional™ exam. It includes an in-depth review of the Global Trade Finance knowledge area aligned with NASBITE's practice delineation, exam taking tips, module quizzes, and a 25-question Practice Exam covering the Global Trade Finance area of knowledge. For a comprehensive NASBITE CGBP™ Exam Prep course, register for the full suite of International Trade courses, which includes Global Business Management, Global Supply Chain Management, Global Marketing, and Global Trade Finance. The Global Trade Finance course provides an overview of essential skills for managing financial transactions in international trade. It covers practical applications of trade finance including: political and economic risks, foreign exchange tactics and risks, credit and payment risks, optimal terms of payment, arranging financing, and setting the business's overall financial plan.

LEADERSHIP

Leadership

Leadership (ACE CREDIT®)

See the ACE Credit Section

Becoming a Better Leader

Credits: PMI PDUs: 3; Leadership PDUs: 2.25; Strategic & Business Management PDUs: 0.25; Technical PM PDUs: 0.5; IACET CEUs: .3 (Contact Hours: 3 hours); HRCI Credits: 3 (Type: Specified - Strategic Business); SHRM PDCs: 3

Time Limit: 90 Days to Complete Cost: \$99

This completely online and self-paced one-module course utilizes Inc. Magazine's prize-winning editorial content to introduce basic concepts of business leadership, including communication and motivation; leading teams; leading virtual workers; and leading during times of change. The focus is on providing practical, hands-on advice to entrepreneurs and small-business people, including video segments with analysis and commentary from industry-leading practitioners and subject matter experts. The course also offers real-world examples, how-to lists and advice, interactive games, and review questions to ensure mastery of the material.

Body Language for Leaders

Credits: 0.3 CEUs; 3 HRCIs; 3 PDUs; 3 SHRMs

Time Limit: 90 Days to Complete Cost: \$99

At the core of strong leadership is the ability to communicate effectively. But many leaders focus solely on their spoken words while ignoring the impact of their nonverbal cues, including facial expressions, hand gestures, body movements, and eye gaze. By understanding the impact of body language, leaders can learn how to communicate in a way that builds and sustains positive relationships with employees, clients, and business partners. This course will provide leaders with tips for reading body language and using it to exude both strength and warmth. The course also addresses gender stereotypes and cross-cultural body language and explores the role of body language in virtual communication.

Frontline Manager and trade: Coaching

Credits: IACET CEUs: 0.2 (Contact Hours: 2 hours); HRCI Credits: 2 (Type: General); SHRM PDCs: 2

Time Limit: 90 Days to Complete Cost: \$69

Frontline managers have many different responsibilities in their role within a business organization. They coordinate work schedules, create and implement action plans, prioritize problem-solving, all while keeping team morale and motivation high. As a frontline manager, you will be responsible for coaching employees to improve their work habits, overcome specific obstacles, or collaborate better with colleagues.

In this course you will explore how coaching employees is a vital part of management in any organization. We'll discuss the differences between coaching and mentoring, identify common coaching challenges, review the GROW model, explain the importance of active listening and setting SMART goals, and discuss how to monitor progress and provide feedback.

Frontline Manager and trade; Simulation: Leading a Team at Dragonfly

Credits: IACET CEUs: 1 (Contact Hours: 10 hours); HRCI Credits: 10 (Type: General); SHRM PDCs: 10

Time Limit: 90 Days to Complete Cost: \$409

This simulation course is designed to challenge and engage you while you apply your knowledge of management best practices to real-world scenarios. During the simulation, you'll experience your first three months as the newly promoted frontline manager for Dragonfly Service's sales team. You'll experience the ups and downs of coaching, mentoring, conflict resolution, and change management. Along the way, you'll manage relationships at all levels, practice open communication, set SMART goals, and more, honing your skills as a frontline manager.

Introduction to Leadership

Credits: PMI PDUs: 5; Leadership PDUs: 5; IACET CEUs: .5 (Contact Hours: 5 hours); HRCI Credits: 5 (Type: General); SHRM PDCs: 5

Time Limit: 90 Days to Complete Cost: \$99

No matter your age or what phase of your career you're in, leadership is a crucial skill on the path to success. This course examines how to be a successful (that is, effective) leader. This course asks the crucial questions about leadership in today's organizations: What is leadership and why is it important? What does effective leadership require? What is visionary leadership? What is the role of charisma? What is the difference between managing, administering, and leading? This course offers a balance of the theory of leadership with some real-world application to help you develop this critical skill for personal growth and success.

This course is based on D. Quinn Mills' book, *Leadership: How to Lead, How to Live*, a text used at Harvard Business School. Excerpts of the book are made available via PDF download and no additional purchase is required.

Leaders and Work-Life Balance

Credits: PMI PDUs: 3; Leadership PDUs: 1; Technical PM PDUs: 2; IACET CEUs: .3
(Contact Hours: 3 hours); HRCI Credits: 3 (Type: General); SHRM PDCs: 3

Time Limit: 90 Days to Complete Cost: \$99

Why can it be so difficult to balance our work with our personal lives? And can these pressures be managed in a way that can make you more successful at both? Yes. This introductory course is meant for anyone who recognizes work-life balance as a skill and wants to improve their ability to create this balance. This course looks at methods and techniques to reconcile work and family. You will also consider the question of personal fulfillment and the needs and demands of leadership.

This course is based on D. Quinn Mills' book, *Leadership: How to Lead, How to Live*, a text used at Harvard Business School. Excerpts of the book are made available via PDF download and no additional purchase is required.

Leadership Assessment

No Credit

Time Limit: 90 Days to Complete Cost: \$119

This Leadership Assessment lets you assess your leadership skills and helps you hone and strengthen them as well as identify gaps for improvement. It covers six skill areas: General Leadership, Vision, Ethics, Communication, Managing Change and Conflict, and Emotional Intelligence.

The assessment is based on research insights from leadership experts and has been reviewed by a panel of academics, editors, executives with business and nonprofit experience, and an educational assessment consultant. The diagnostic output also allows you to compare your assessment results with those of other leaders.

A complete report of your results with analysis of performance and recommendations is provided at the end of the assessment.

Leading Teams

Credits: PMI PDUs: 5; Leadership PDUs: 4; Technical PM PDUs: 1; IACET CEUs: .5
(Contact Hours: 5 hours); HRCI Credits: 5 (Type: General); SHRM PDCs: 5

Time Limit: 90 Days to Complete Cost: \$99

Leading a team through any task or project requires special skills, and an understanding of the team dynamic and politics. This introductory-level course for managers or anyone interested in leading teams, addresses the key issues surrounding leadership in a team environment. Why is leadership important to team success? What is required of a team leader to lead his team effectively? This course considers how team leaders must account for the special and unique circumstances of working in a team, where responsibility, accountability, communication, and leadership are shared.

This course is based on D. Quinn Mills' book, *Leadership: How to Lead, How to Live*, a text used at Harvard Business School. Excerpts of the book are made available via PDF download and no additional purchase is required.

LEED GREEN BUILDING

LEED Green Building

LEED® Green Associate v4™ Exam Prep

Credits: IACET CEUs: 1.4 (Contact Hours: 14 hours)

Time Limit: 180 Days to Complete Cost: \$339

This self-paced course introduces key concepts and terms to prepare learners to earn their LEED Green Associate v4 accreditation. The course is divided into modules that explain LEED process, LEED certification, and the knowledge domains associated with the seven LEED rating systems in a simple and straightforward way that can be quickly and easily understood.

MANAGEMENT

Management

A Manager's Guide to Information Technology

Credits: IACET CEUs: 0.3 (Contact Hours: 3 hours)

Time Limit: 90 Days to Complete Cost: \$229

This course explores the art and science of developing a superior customer experience. Customers are vital to any organization and superior customer service can pay large financial dividends. Learners will explore the concepts of the comprehensive customer experience, as well as the benefits to the company. The course will then discuss key performance indicators, the voice of the customer, and net promoter score. The goal of this course is to help managers build an appreciation and understanding of the importance of customer loyalty and the role customer service can play.

A Manager's Guide to Superior Customer Service

Credits: IACET CEUs: 0.3 (Contact Hours: 3 hours)

Time Limit: 90 Days to Complete Cost: \$99

This course explores the art and science of developing a superior customer experience. Customers are vital to any organization and superior customer service can pay large financial dividends. Learners will explore the concepts of the comprehensive customer experience, as well as the benefits to the company. The course will then discuss key performance indicators, the voice of the customer, and net promoter score. The goal of this course is to help managers build an appreciation and understanding of the importance of customer loyalty and the role customer service can play.

Business Ethics in the 21st Century

Credits: PMI PDUs: 10; Leadership PDUs: 2.5; Strategic & Business Management PDUs: 5.25; Technical PM PDUs: 2.25; IACET CEUs: 1 (Contact Hours: 10 hours); HRCI Credits: 10 (Type: Specified - Strategic Business); SHRM PDCs: 10

Time Limit: 90 Days to Complete Cost: \$289

One of the more precious resources a manager has is his or her time. Managers can become more effective by employing time management and scheduling techniques, delegating, outsourcing key tasks, and employing technology. The concepts covered in this course will help create structure around your time management skills and will help reveal any weaknesses in your time management habits. Making time management a priority is often the first step to keeping on task and maintaining a productive schedule.

Emotional Intelligence for Managers

Credits: IACET CEUs: 0.3 (Contact Hours: 3 hours); HRCI Credits: 3 (Type: General); SHRM PDCs: 3

Time Limit: 90 Days to Complete Cost: \$99

Emotional intelligence (EI) is our ability to identify and control our emotions to achieve positive outcomes in our relationships. Managers with high EI are better equipped to deal with subordinates, colleagues, and company executives, and they can do a better job of handling and resolving conflicts. This one-module course reviews the underlying concepts of emotional intelligence and explores how managers can improve and make use of their emotional intelligence.

Frontline Manager and trade: Better Communication

Credits: IACET CEUs: 0.2 (Contact Hours: 2 hours); HRCI Credits: 2 (Type: General); SHRM PDCs: 2

Time Limit: 90 Days to Complete Cost: \$69

Almost everything that happens in the workplace requires some form of communication. Frontline managers have to communicate with the workers they supervise, with their colleagues in management, and with their bosses in the executive suite. Being able to communicate clearly and effectively is a vital skill for any frontline manager. This course provides a brief introduction to communication theory, but the main emphasis is on practical approaches to communicating in the workplace. Topics include verbal and nonverbal communication; how to develop a clear message; how to tailor your message to suit your purpose; how to communicate down, to the workers who report directly to you; and how to communicate up, to your bosses in senior management.

Frontline Manager and trade: Introduction to Supervision

Credits: IACET CEUs: 0.6 (Contact Hours: 6 hours); HRCI Credits: 6 (Type: General); SHRM PDCs: 6

Time Limit: 90 Days to Complete Cost: \$179

This course, aimed at aspiring supervisors and companies that want to improve their employees' supervisory skills, is designed to help a worker make the transition from individual contributor to a supervisor who oversees the work of others. Self-paced and highly interactive, the course details the fundamental nature of a supervisor's role and the basic management principles that apply to it. It also provides a close look at seven skills that are essential to any supervisor's success: managing time and priorities; communicating; organizing the work and setting goals; managing relationships; resolving conflict; guiding the work; and managing performance. Learners will also have a chance to assess their own supervisory skills and get practical tips on dealing with upper management.

Frontline Manager and trade: Leadership Styles

Credits: IACET CEUs: 0.3 (Contact Hours: 3 hours); HRCI Credits: 3 (Type: General); SHRM PDCs: 3

Time Limit: 90 Days to Complete Cost: \$99

What kind of leader are you? Under what conditions does your natural leadership style work well? In this course, you'll identify your own leadership style and learn how to build on your strengths to improve areas of weakness. The course lays out four effective leadership styles and two problematic ones as well as when to deploy each kind of leadership. You'll learn how to build the emotional intelligence that underlies all effective leadership and the best ways to approach conflict.

Frontline Manager and trade: Navigating Your Organizational Culture

Credits: IACET CEUs: 0.2 (Contact Hours: 2 hours); HRCI Credits: 2 (Type: General); SHRM PDCs: 2

Time Limit: 90 Days to Complete Cost: \$69

No two organizations are the same. Each one has its own distinctive organizational culture: the rules, both written and unwritten, that govern how employees interact and how they do their jobs. Frontline managers play an important role in maintaining their organization's culture. It's up to them to make sure the people they supervise are aware of the values, norms, and customs that define their workplace. This course is designed to help new managers understand and adapt to the culture of their workplace. Topics include the difference between culture and organizational climate; the relationship between communication and culture; the importance of leadership; the role of frontline managers within the culture; and how to recognize and address a toxic workplace culture.

Frontline Manager and trade: Progressive Discipline

Credits: IACET CEUs: 0.2 (Contact Hours: 2 hours); HRCI Credits: 2 (Type: General); SHRM PDCs: 2

Time Limit: 90 Days to Complete Cost: \$69

Progressive discipline is a process for handling workplace issues by providing opportunities for employees to correct problems through a series of increasingly severe sanctions. Progressive discipline is considered a best practice because it is corrective rather than punitive and tailored to the seriousness of the issue. This course will provide Frontline Managers with the skills necessary to implement and manage an effective progressive discipline program at their organization.

Frontline Manager and trade: Teams and Groups

Credits: IACET CEUs: 0.3 (Contact Hours: 3 hours); HRCI Credits: 3 (Type: General); SHRM PDCs: 3

Time Limit: 90 Days to Complete Cost: \$99

Managing a team or group requires a different approach to managing individuals and a skillset appropriate for the unique challenges groups and teams present. In this course, we'll distinguish between teams and groups, and explore the ways that both are used in modern business. You'll learn to recognize how teams come together and make decisions. This course will help new managers build a good team, empower it, resolve conflicts within it and how to jumpstart the team's creativity.

Frontline Manager and trade: Time Management

Credits: IACET CEUs: 0.2 (Contact Hours: 2 hours); HRCI Credits: 2 (Type: General); SHRM PDCs: 2

Time Limit: 90 Days to Complete Cost: \$69

While the specific duties of a frontline manager will vary depending on the industry in which they work, one skill that all frontline managers need to master is time management. Frontline managers need to be skilled at managing both their time and company time. Specifically, successful frontline managers must learn to optimize how their direct reports spend their time to improve efficiency and productivity.

In this course, you will learn how to become more effective by employing time management and scheduling techniques. The concepts covered in this course will discuss how to plan, organize, and prioritize your schedule, as well as the schedules of those you manage. You will learn what tasks to delegate and how to address procrastination, and how making time management a priority is the first step to keeping on task and managing a productive schedule.

Frontline Manager and trade: Work-Life Balance

Credits: IACET CEUs: 0.2 (Contact Hours: 2 hours); HRCI Credits: 2 (Type: General); SHRM PDCs: 2

Time Limit: 90 Days to Complete Cost: \$69

Finding a healthy work-life balance—knowing the right amount of time to devote to your work, to your family, and to yourself—has never been easy, especially for those in managerial positions.

This introductory course is meant for frontline managers, or aspiring frontline managers, who recognize work-life balance as a skill and want to improve their ability to create this balance. This course looks at methods and techniques to reconcile work and family. You will also consider the question of personal fulfillment and the needs and demands of leadership.

Handling Difficult Conversations in the Workplace

Credits: PMI PDUs: 3; Leadership PDUs: 2; Technical PM PDUs: 1; IACET CEUs: .3 (Contact Hours: 3 hours); HRCI Credits: 3 (Type: General); SHRM PDCs: 3

Time Limit: 90 Days to Complete Cost: \$109

If you're a manager or supervisor, you have probably been faced with a difficult conversation with a direct report. Not only do these conversations require sensitivity, delicacy, and in all likelihood, confidentiality, but how the conversation is handled can greatly impact the outcome. This course seeks to prepare learners to better handle awkward and difficult discussions with employees. Many difficult conversations can impact employee productivity, but as the manager or supervisor, you can learn to coach and counsel employees to create a calmer work environment and increase staff retention and productivity in the process.

Handling Difficult Employee Behavior

Credits: PMI PDUs: 10; Leadership PDUs: 10; IACET CEUs: 1 (Contact Hours: 10 hours); HRCI Credits: 10 (Type: General); SHRM PDCs: 10

Time Limit: 90 Days to Complete Cost: \$219

As a manager, handling difficult employee behavior is now your job. And it can be overwhelming to try to navigate the psychology of poor behavior to try to figure out how to improve the situation. This course is designed to prepare managers to deal with troublesome and difficult behavior by employees. By effectively addressing, coaching, and counseling employees, you can improve their behavior and improve morale, staff retention, productivity, and teamwork. This course uses videos to illustrate each behavior type so that you can more easily apply the techniques to your current work environment. Focusing on dealing with the behavior (not the person), tools and techniques for positive change are clear and well-defined.

Handling Workplace Conflict

Credits: PMI PDUs: 6; Leadership PDUs: 1.5; Technical PM PDUs: 4.5; IACET CEUs: .6 (Contact Hours: 6 hours); HRCI Credits: 6 (Type: General); SHRM PDCs: 6

Time Limit: 90 Days to Complete Cost: \$119

As a manager, you will undoubtedly deal with conflict. And keeping the peace is your responsibility. This course introduces the various forms of conflict that can arise in the workplace and presents strategies that managers can use to help deal with conflict situations. It includes video commentary from an expert in the field and presents some fictitious real-world scenarios that allow learners to practice applying the skills and strategies discussed throughout the course.

How Can I Help You? Customer Service Best Practices

Credits: IACET CEUs: 0.1 (Contact Hours: 1 hours)

Time Limit: 90 Days to Complete Cost: \$69

This course explores best practices in providing customer service. This course can serve as an introduction if this is your first customer service job. But even if you are a seasoned professional, the scenarios and activities will give you a chance to ask yourself how you might better handle balancing the needs of your customers with the needs of your organization.

How to Coach

Credits: PMI PDUs: 3; Leadership PDUs: 1; Strategic & Business Management PDUs: 0.5; Technical PM PDUs: 1.5; IACET CEUs: .3 (Contact Hours: 3 hours); HRCI Credits: 3 (Type: General); SHRM PDCs: 3

Time Limit: 90 Days to Complete Cost: \$99

Managers who lead and manage through coaching--providing encouragement, feedback, and support--are more successful in "working through others." This course focuses on the skills and techniques of positive coaching in an organizational setting including listening actively, providing constructive feedback based on observation, reinforcing positive employee performance through recognition and praise, and teaching new skills.

HR Fundamentals for Managers

Credits: PMI PDUs: 3; Leadership PDUs: 1.5; Strategic & Business Management PDUs: 1; Technical PM PDUs: 0.5; IACET CEUs: .3 (Contact Hours: 3 hours); HRCI Credits: 3 (Type: General)

Time Limit: 90 Days to Complete Cost: \$99

Proper management of human resources is vital for creating and sustaining a skilled and engaged workforce, developing a positive business culture, and generating a competitive advantage. In every business where a manager supervises a group of employees, that manager is responsible for some aspect of human resources, and successful managers know the importance of keeping up with current laws and HR best practices. This course equips managers with foundational HR knowledge in areas related to employee recruitment and selection, onboarding and training, compensation, and performance management.

Introduction to Management

Credits: PMI PDUs: 3; Leadership PDUs: 2; Strategic & Business Management PDUs: 0.75; Technical PM PDUs: 0.25; IACET CEUs: .3 (Contact Hours: 3 hours); HRCI Credits: 3 (Type: Specified - Strategic Business); SHRM PDCs: 3

Time Limit: 90 Days to Complete Cost: \$99

Introduction to Management is designed for current and prospective managers seeking to understand the foundations of effective management. Managers are employed across industries, functions, and organizational structures to oversee different-sized departments, teams, and groups of workers. However, there are fundamental tools, techniques, skills, and competencies that can help all managers navigate workplace relationships, coach and mentor employees, and lead high-performing teams in accordance with HR laws and managerial best practices. This course will dive into these topics and test acquired knowledge through exercises, games, review checkpoints, and a final assessment.

Introduction to Negotiations

Credits: PMI PDUs: 3; Leadership PDUs: 2.5; Technical PM PDUs: 0.5; IACET CEUs: .3 (Contact Hours: 3 hours); HRCI Credits: 3 (Type: Specified - Strategic Business); SHRM PDCs: 3

Time Limit: 90 Days to Complete Cost: \$99

We all negotiate every day. And even though negotiations are an integral part of our lives, techniques for managing these situations are not instinctive; they must be learned. Experienced negotiators make a conscious decision about what type of negotiation strategy to use based on a number of factors such as the importance of the relationship and the importance of what is at stake. Understanding key concepts such as the "best alternative to no agreement", reservation price, and the "zone of possible agreement" can help you conduct a successful negotiation. And since power is a fundamental dynamic in negotiations, it is important for negotiators to have a basic understanding of ways they can exert and also gain power in a discussion. This course should be an essential part of any basic business and management training.

Managing in a Modern Organization

Credits: PMI PDUs: 5; Leadership PDUs: 2.5; Strategic & Business Management PDUs: 1.5; Technical PM PDUs: 1; IACET CEUs: .5 (Contact Hours: 5 hours); HRCI Credits: 5 (Type: General); SHRM PDCs: 5

Time Limit: 90 Days to Complete Cost: \$99

If you're a manager and have not had any management coursework or experience, you may be looking for some foundation in management basics. This course considers the fundamentals of management and how managers can be effective in organizational settings. Starting by defining the role of a manager and how management differs from leadership and administration, the course then discusses management styles and seeks to help you identify your own management style.

Managing People

Credits: PMI PDUs: 5; Leadership PDUs: 3.5; Strategic & Business Management PDUs: 0.5; Technical PM PDUs: 1; IACET CEUs: .5 (Contact Hours: 5 hours); HRCI Credits: 5 (Type: General); SHRM PDCs: 5

Time Limit: 90 Days to Complete Cost: \$99

To be successful and move ahead in his or her career, a manager must understand how to manage people, including motivating workers and coordinating their activities. This course will explain how the goals, empowerment, measurement system of management can be employed and how organization structures differ. The course will also cover the difficulty of discipline while trying to maintain productivity and momentum.

Managing Remote Employees

Credits: PMI PDUs: 3; Leadership PDUs: 1.25; Strategic & Business Management PDUs: 0.5; Technical PM PDUs: 1.25; IACET CEUs: .3 (Contact Hours: 3 hours); HRCI Credits: 3 (Type: General); SHRM PDCs: 3

Time Limit: 90 Days to Complete Cost: \$99

As businesses are increasingly turning to technology to handle both internal and external communications, the notion of a centralized workforce that meets face-to-face on a daily basis is becoming less common. Companies are embracing the idea of employing remote workers—from both near and far—who can provide a diverse range of skills and viewpoints without being bound by location. While there are many advantages to remote work for both the company and the individual, managers must be aware of the challenges that can arise when employing remote workers. This course explores the benefits and drawbacks of remote work and provides managers with tips for helping their remote workers stay connected and motivated.

Negotiations: Making Business Deals

Credits: PMI PDUs: 4; Leadership PDUs: 0.5; Strategic & Business Management PDUs: 2.25; Technical PM PDUs: 1.25; IACET CEUs: .4 (Contact Hours: 4 hours); HRCI Credits: 4 (Type: Specified - Strategic Business); SHRM PDCs: 4

Time Limit: 90 Days to Complete Cost: \$109

This course is designed to help executives and other potential deal-makers learn the essential strategies and skills to conducting successful business negotiations. Learners in this course will explore the fundamentals of deal making with the help of games, videos, interactive exercises, case studies, and other engaging content. The course begins by comparing and contrasting the two major types of negotiation—Dispute Settlement Negotiation (DSN) and Deal Making Negotiation (DMN)—and exploring the difference between negotiation and bargaining. Key topics covered in the course include the stages of the negotiation process; the importance of preparation and realistic goal-setting; the five basic approaches to negotiation; when to make (and when to avoid) commitments; the relative importance of relationships and outcomes; the decision to walk away from a negotiation; and the unique challenges posed by multiparty, international, and cross-cultural negotiations.

Negotiations: Resolving Disputes

Credits: IACET CEUs: .3 (Contact Hours: 3 hours); HRCI Credits: 3 (Type: General); SHRM PDCs: 3

Time Limit: 90 Days to Complete Cost: \$99

This course is designed to help managers and other decision-makers learn to settle workplace and interpersonal disputes by the application of proven negotiating principles and strategies. Learners in this course will explore the fundamentals of Dispute Settlement Negotiation with the help of games, videos, interactive exercises, case studies, and other engaging content.

The course begins by comparing and contrasting the two major types of negotiation: Dispute Settlement Negotiation (DSN) and Deal Making Negotiation (DMN). Key topics covered in the course include the causes of conflict; different styles of conflict management; how to conduct a conflict diagnosis; the uses of a strategy and interest assessment; and methods for avoiding stalemate and achieving a cooperative resolution.

Case studies that simulate real-world conflict-resolution negotiations are incorporated, to illustrate the practical application of the principles and strategies covered in the course.

Optimizing Operations and Managing Crises

Credits: PMI PDUs: 3; Leadership PDUs: 0.5; Strategic & Business Management PDUs: 1.5; Technical PM PDUs: 1; IACET CEUs: .3 (Contact Hours: 3 hours); HRCI Credits: 3 (Type: Specified - Strategic Business); SHRM PDCs: 3

Time Limit: 90 Days to Complete Cost: \$99

This completely online and self-paced one-module course utilizes Inc. Magazine's prize-winning editorial content to introduce basic concepts of business operations and crisis management. The focus is on providing practical, hands-on advice to entrepreneurs and small-business people, including video segments with analysis and commentary from industry-leading practitioners and subject matter experts. The course also offers real-world examples, how-to lists and advice, interactive games, and review questions to ensure mastery of the material.

The Effective Manager's Toolbox

Credits: PMI PDUs: 15; Leadership PDUs: 7; Technical PM PDUs: 8; IACET CEUs: 1.5 (Contact Hours: 15 hours); HRCI Credits: 15 (Type: General); SHRM PDCs: 15

Time Limit: 180 Days to Complete Cost: \$339

There are a number of managerial factors that are vital in managing and leading. Becoming a better manager or leader is directly connected to how well you can master them. The Effective Manager's Toolbox is a suite of online modules designed to give managers a head start on managing issues correctly and professionally with less stress and fewer negative organizational circumstances. The modules offer learners an explanation of the managerial mindset that all managers and leaders must adopt to succeed.

Time Management

Credits: PMI PDUs: 3; Leadership PDUs: 1.5; Technical PM PDUs: 1.5; IACET CEUs: .3 (Contact Hours: 3 hours); SHRM PDCs: 3

Time Limit: 90 Days to Complete Cost: \$99

One of the more precious resources a manager has is his or her time. Managers can become more effective by employing time management and scheduling techniques, delegating, outsourcing key tasks, and employing technology. The concepts covered in this course will help create structure around your time management skills and will help reveal any weaknesses in your time management habits. Making time management a priority is often the first step to keeping on task and maintaining a productive schedule.

MARKETING

Marketing

Digital Marketing (ACE CREDIT®)

See ACE Credits Section

An Overview of Marketing

Credits: PMI PDUs: 5; Strategic & Business Management PDUs: 3.5; Technical PM PDUs: 1.5; IACET CEUs: .5 (Contact Hours: 5 hours); HRCI Credits: 5 (Type: Specified - Strategic Business); SHRM PDCs: 5

Time Limit: 90 Days to Complete Cost: \$99

Marketing has become vital to the success of an organization in today's competitive world. This course provides an introduction to marketing and marketing planning, and addressing the definition of marketing, the marketing mix (the Four Ps), the strategic importance of marketing, and customer values and satisfaction. The course continues into topics of marketing planning including market research, pricing, distribution, and targeting.

Content Marketing

Credits: IACET CEUs: .35 (Contact Hours: 3.5 hours); HRCI Credits: 3.5 (Type: Specified - Strategic Business); SHRM PDCs: 3.5

Time Limit: 90 Days to Complete Cost: \$109

This course offers an introduction to content marketing, a strategic marketing approach focused on creating and distributing valuable, relevant, and consistent content to attract and retain a clearly-defined audience. With an emphasis on key concepts, definitions, and metrics, the course examines ways that marketers can tailor their content to meet the specific needs of potential customers as they travel through the sales funnel. Learners will explore how content is used to build brand awareness and establish the brand as a trusted source of expert advice.

Conversion Rate Optimization

Credits: IACET CEUs: .3 (Contact Hours: 3 hours); HRCI Credits: 3 (Type: Specified - Strategic Business); SHRM PDCs: 3

Time Limit: 90 Days to Complete Cost: \$99

Conversion Rate Optimization is the process of steady and incremental marketing improvement to yield stronger results. In this course, learners will discover the five key steps to Conversion Rate Optimization and how the process interacts with other facets of digital marketing. Through a variety of instructive techniques, including subject matter expert videos and case-study scenarios, this course provides learners with the knowledge and resources to be more effective professionals.

Digital Marketing Strategy

Credits: IACET CEUs: .3 (Contact Hours: 3 hours); HRCI Credits: 3 (Type: Specified - Strategic Business); SHRM PDCs: 3

Time Limit: 90 Days to Complete Cost: \$99

As consumers increasingly turn to the digital marketplace of the Internet, organizations recognize that they can better reach and connect with their customers, clients, or prospects through digital marketing.

There are many benefits to effective digital marketing including improved brand perception, more efficient lead generation, and better customer satisfaction levels. That can translate into the sale of more products and services.

Creating a digital marketing strategy is crucial to meeting the marketing goals of the organization. This course offers a step-by-step introduction to the process of creating such a strategy, with an emphasis on key concepts, definitions, and metrics.

Google Ads

Credits: IACET CEUs: 0.6 (Contact Hours: 6 hours); AMA PCM CEUs: 6

Time Limit: 90 Days to Complete Cost: \$119

Google Ads is the most widely-used advertising platform today. Due to the growing popularity of paid search, Google Ads is constantly evolving to help advertisers keep up with current marketing trends. Therefore, having a solid understanding of the platform is a key component of running a successful marketing campaign. This course will teach learners how to navigate through the platform, set up and optimize campaigns, improve performance, apply advanced techniques, and analyze performance data.

Marketing Automation

Credits: PMI PDUs: 3.5; Strategic & Business Management PDUs: 1.75; Technical PM PDUs: 1.75; IACET CEUs: .35 (Contact Hours: 3.5 hours); HRCI Credits: 3.5 (Type: Specified - Strategic Business); SHRM PDCs: 3.5

Time Limit: 90 Days to Complete Cost: \$99

This course is designed to help learners develop a solid understanding of the basic concepts and techniques that they will encounter as practitioners in the marketing automation field. Learners in this course will expand their knowledge through games, videos, a case study, quizzes, and other engaging content. Topics of major concern that are discussed in Module 1 include the key concepts, terms, and techniques used in marketing automation. The buying cycle and purchase funnel are described in detail, along with measuring content strategies and calculating the value of customers, followers, likes, and mobile loyalists.

In Module 2, the single customer view is introduced as it relates to cultivating leads. The module then covers customer relationship management and email marketing, with emphasis on multi-touch campaigns and lead scoring. Loyalty programs are discussed and methods for measuring their effectiveness. Finally, learners will combine this knowledge with business concepts in order to better inform marketing decisions for their firm.

Mobile Marketing

Credits: IACET CEUs: .3 (Contact Hours: 3 hours); HRCI Credits: 3 (Type: Specified - Strategic Business); SHRM PDCs: 3

Time Limit: 90 Days to Complete Cost: \$99

In the age of smartphones, it is a foregone conclusion that marketing efforts should be accessible on a mobile device. This course offers an introduction to mobile marketing, looking at strategies for reaching target audiences through multiple channels, including websites, email, social media, and mobile apps. With an emphasis on key concepts, definitions, and metrics, the course explores ways that marketers can leverage the unique benefits of mobile devices to drive profitable customer action.

Modern Marketing: Strategy and Execution

Credits: PMI PDUs: 3; Business Acumen PDUs: 2.5; Ways of Working PDUs: 0.5; IACET CEUs: 0.3 (Contact Hours: 3 hours); AMA PCM CEUs: 3; HRCI Credits: 3 (Type: Specified - Strategic Business); SHRM PDCs: 3

Time Limit: 90 Days to Complete Cost: \$99

This completely online and self-paced one-module course utilizes Inc. Magazine's prize-winning editorial content to introduce basic concepts of digital marketing, including targeting; the value proposition; channel management; SEO; and marketing automation. The focus is on providing practical, hands-on advice to entrepreneurs and small-business people, including video segments with analysis and commentary from industry-leading practitioners and subject matter experts. The course also offers real-world examples, how-to lists and advice, interactive games, and review questions to ensure mastery of the material.

Included with your course is a six-month complimentary subscription to Inc. Magazine. Your subscription will start with the current issue. Inc. Magazine publishes 6 issues a year.

Paid Search (PPC)

Credits: IACET CEUs: .4 (Contact Hours: 4 hours); SHRM PDCs: 4

Time Limit: 90 Days to Complete Cost: \$99

Paid Search advertising, also called pay-per-click (PPC), is used to pay for traffic to visit a website. In this course, learners will explore search marketing, the search process, and the buying cycle. Also included is how to set up a successful PPC account, how to set and measure goals, and how to optimize keyword usage using a variety of strategies. Learners will then examine components of effective ads and landing pages, how to optimize ad targeting, and when to use search or display advertising. The course then delves into research and analysis considerations, such as report creation, improving quality score, and using A/B and multivariate ad testing. Course material is presented through the use of text, videos, games, and other engaging content.

Search Engine Optimization

Credits: IACET CEUs: .3 (Contact Hours: 3 hours); HRCI Credits: 3 (Type: Specified - Strategic Business); SHRM PDCs: 3

Time Limit: 90 Days to Complete Cost: \$99

Search Engine Optimization (SEO) encompasses the practices and metrics of trying to increase a web site's ranking with search engines. This course will engage learners through a variety of assignments that span the history and technology of the World Wide Web. Students will learn how to leverage both content and technical features in order to increase ranking while also learning about the latest tools to measure performance. These aspects are then incorporated into real-world scenarios that challenge students to apply what they have learned.

Social Media Marketing

Credits: PMI PDUs: 3.5; Strategic & Business Management PDUs: 1.75; Technical PM PDUs: 1.75; IACET CEUs: .35 (Contact Hours: 3.5 hours); HRCI Credits: 3.5 (Type: Specified - Strategic Business); SHRM PDCs: 3.5

Time Limit: 90 Days to Complete Cost: \$99

Using social media in marketing is practically a requirement in today's highly connected digital world. But it can be confusing and complex to dive into social media marketing without some foundation in the basics. This course focuses on teaching the principles, best practices, and strategies for incorporating social media into a marketing plan. The first module teaches the various ways that social media can be used for marketing, including defining a clear brand voice, improving reputation, and engaging with customers. The course then looks at the practical way marketers can incorporate social media activities into a focused marketing plan. Learners identify how to integrate their social media with mobile, a hub website, and email marketing. They also learn how to use strategic metrics for tracking success.

Web Analytics

Credits: PMI PDUs: 3.5; Strategic & Business Management PDUs: 1.25; Technical PM PDUs: 2.25; IACET CEUs: .35 (Contact Hours: 3.5 hours); SHRM PDCs: 3.5

Time Limit: 90 Days to Complete Cost: \$99

This course is designed to help learners develop a solid understanding of the basic concepts and techniques that they will encounter as practitioners in the web analytics field. Learners in this course will expand their knowledge through games, videos, case studies, quizzes, and other engaging content. Topics of major concern that are discussed in Module 1 include a summary of web analytics concepts and important terms, along with the organizations and personnel who use web analytics. The course defines key performance indicators and discusses how they are chosen and implemented. A discussion of segmentation follows, with strategies for how to categorize website visitors. Students will also learn how to plan and assess website business strategies using web analytics.

In Module 2, learners will explore reporting and dashboards as they relate to web analytics. Students will gain an understanding of how to plan for and design dashboards and how qualitative research offers deeper business insights. In addition, students will learn how to conduct split and multivariate testing, and implement web analytics best practices.

NONPROFIT MANAGEMENT

Nonprofit Management

Nonprofit Management (ACE CREDIT®)

See ACE Credits Section

Advanced Grant Writing

Credits: IACET CEUs: 0.6 (Contact Hours: 6 hours); CFRE Points: 6

Time Limit: 90 Days to Complete Cost: \$189

Because they rely on the public's trust, nonprofit organizations must adhere to the highest ethical standards; even a hint of impropriety could jeopardize a nonprofit's reputation, its fundraising, and eventually its mission. At the same time, nonprofits with 501 (c)(3) status must be scrupulous in their compliance with federal and state laws and regulations. This course provides a detailed introduction to nonprofit ethics and compliance, examining a range of topics including: mission and vision statements; governance policies; conflicts of interest; fundraising ethics; IRS compliance; state laws and regulations; and the role of the compliance officer. This self-paced course, filled with videos and interactive case studies, will help you understand one of the most important areas of nonprofit management.

Budgeting in a Nonprofit Organization

Credits: 0.3 CEUs; 3 CFREs; 3 HRCIs

Time Limit: 90 Days to Complete Cost: \$99

If you're involved in a nonprofit organization, you likely know all too well the importance of budgeting. In this course, you will gain an understanding of the uses and functions of budgets and the relationship between strategic budgeting and tactical budgeting. You will also learn about the organization-wide budget and different budget systems. After introducing the basics of budgeting in a nonprofit, the course continues on to slightly more advanced budgeting topics such as capital budgets, cash flow budgets, and opportunity budgets. You will also learn how nonprofit organizations are using different budgeting techniques to handle operating challenges.

Capital Campaigns

Credits: IACET CEUs: .3 (Contact Hours: 3 hours); HRCI Credits: 3 (Type: Specified - Strategic Business); SHRM PDCs: 3; CFRE Points: 3

Time Limit: 90 Days to Complete Cost: \$99

A capital campaign raises money that a nonprofit organization uses for any physical asset, such as purchasing or renovating a building. It's a critical part of managing in the nonprofit sector. This introductory-level course covers the key terminology and practices surrounding running a successful capital campaign within a nonprofit organization. You will learn about the phases of conducting a capital campaign (evaluation, feasibility study, organization, solicitation, and post-campaign activities) as well as how to avoid common pitfalls in capital campaigns.

Fundraising for Nonprofit Organizations

Credits: IACET CEUs: .4 (Contact Hours: 4 hours); SHRM PDCs: 4; CFRE Points: 4

Time Limit: 90 Days to Complete Cost: \$179

Fundraising is one of the central activities of a nonprofit organization and nonprofit management. To help finance operating budgets, nonprofits must raise money every year. In addition, special projects and improvements to facilities may be needed. In these situations, fundraisers will often launch large capital campaigns or apply for foundation grants. This course offers an introduction to fundraising for nonprofit organizations, with an emphasis on the fundamental issues.

How to Read a Nonprofit Financial Statement

Credits: IACET CEUs: .3 (Contact Hours: 3 hours); HRCI Credits: 3 (Type: Specified - Strategic Business); SHRM PDCs: 3

Time Limit: 90 Days to Complete Cost: \$99

Reviews the major financial accounting statements that are used by nonprofit organizations. Provides an understanding of the types of financial statements that are used by nonprofit organizations, and how they differ from for-profit financial reporting. Also, the course demonstrates the power and limitations of accounting information in assessing financial performance and decision-making. You will also learn the uses of financial statement analysis, or ratio analysis for nonprofit organizations.

Introduction to Grant Writing

Credits: IACET CEUs: .5 (Contact Hours: 5 hours); HRCI Credits: 5 (Type: Specified - Strategic Business); SHRM PDCs: 5; CFRE Points: 5

Time Limit: 90 Days to Complete Cost: \$179

Writing grants is often a critical part of gaining funding for any nonprofit organization's mission. Strategic grant writing aligns the needs of a nonprofit with funding sources, whether foundations, government agencies, corporations, or individuals. This introductory-level course offers a guide to the basics of grant writing. The course explores the relationship between grant writing and an organization's strategy for fundraising. It also outlines the six stages of grant writing and highlights grant writing best practices.

Introduction to Nonprofit Management

Credits: IACET CEUs: .5 (Contact Hours: 5 hours); HRCI Credits: 5 (Type: Specified - Strategic Business); SHRM PDCs: 5

Time Limit: 90 Days to Complete Cost: \$179

There are many differences between nonprofit organizations and for-profit organizations. Before delving into the details of nonprofit management, this course serves as a critical introduction to the fundamentals of nonprofit organizations. You will gain an understanding of the nonprofit sector and the issues that leaders face in this exciting and growing field. You will also be exposed to the major areas of responsibility for nonprofit leaders, including strategy, managing employees and volunteers, fundraising, grant writing, board governance, marketing, innovation, and social media.

Leadership in a Nonprofit Organization

Credits: IACET CEUs: .3 (Contact Hours: 3 hours); HRCI Credits: 3 (Type: General); SHRM PDCs: 3; CFRE Points: 3

Time Limit: 90 Days to Complete Cost: \$119

The success of any nonprofit organization can rely on the quality of its leadership. You know a good leader when you see one, but how can you become one? This course begins by examining leadership theories as well as key qualities and ethics within leadership. After establishing this foundation, the course focuses on leadership in the nonprofit sector, including the leadership shortage and possible solutions.

Leading the Courtney Museum Simulation

Credits: IACET CEUs: 1 (Contact Hours: 10 hours); HRCI Credits: 10 (Type: Specified - Strategic Business); SHRM PDCs: 10; CFRE Points: 10

Time Limit: 180 Days to Complete Cost: \$449

Whether you have years of experience in the nonprofit sector, or you're considering a possible career shift, this simulation is designed to challenge and engage participants while exploring key real-world leadership issues confronted by nonprofit managers. The learner assumes the role of executive director of the troubled Courtney Museum, and deals with a series of personnel, marketing, financial, and board and community relations issues. As the learner makes tough decisions, an adaptive scoreboard reflects the impact of those choices on the museum's prospects. Video commentary from experienced nonprofit leaders provides qualitative context and explores the consequences of choosing different paths for reviving the museum.

Nonprofit Board and Volunteer Development

Credits: IACET CEUs: .5 (Contact Hours: 5 hours); SHRM PDCs: 5; CFRE Points: 5

Time Limit: 90 Days to Complete Cost: \$179

Volunteers are the lifeblood of most nonprofit organizations. And board members are a special type of volunteer, helping to guide the direction of a nonprofit, promote the organization in the community, and ensure that the nonprofit's mission is fulfilled. Learning how best to manage the board and other volunteers is a critical part of nonprofit management. This course covers the fundamentals of board and volunteer development as well as recruiting, effective communication, and retention.

Nonprofit Ethics and Compliance

Credits: PMI PDUs: 5; Leadership PDUs: 1.75; Strategic & Business Management PDUs: 3.00; Technical PM PDUs: 0.25; IACET CEUs: 0.5 (Contact Hours: 5 hours); CFRE Points: 3

Time Limit: 90 Days to Complete Cost: \$119

Because they rely on the public's trust, nonprofit organizations must adhere to the highest ethical standards; even a hint of impropriety could jeopardize a nonprofit's reputation, its fundraising, and eventually its mission. At the same time, nonprofits with 501 (c)(3) status must be scrupulous in their compliance with federal and state laws and regulations. This course provides a detailed introduction to nonprofit ethics and compliance, examining a range of topics including: mission and vision statements; governance policies; conflicts of interest; fundraising ethics; IRS compliance; state laws and regulations; and the role of the compliance officer. This self-paced course, filled with videos and interactive case studies, will help you understand one of the most important areas of nonprofit management.

Nonprofit Skills and trade: Effective Leadership Oversight for Board Members

Credits: IACET CEUs: 0.3 (Contact Hours: 3 hours); HRCI Credits: 3 (Type: General); SHRM PDCs: 3; CFRE Points: 3

Time Limit: 90 Days to Complete Cost: \$99

This course will provide you with the knowledge and skills necessary to provide effective leadership oversight in your organization. We will define the different types of board structures and the cycles that every board goes through. Then, we will look at nonprofit governance best practices and the importance of board assessments and succession planning. And finally, we will take a close look at managing conflict within the leadership of your organization, and analyze some of the major ethical issues facing modern nonprofits.

Nonprofit Skills and trade: Financial Oversight for Board Members

Credits: IACET CEUs: 0.3 (Contact Hours: 3 hours); HRCI Credits: 3 (Type: General); SHRM PDCs: 3

Time Limit: 90 Days to Complete Cost: \$99

This course will provide you with tips and tools to provide proper financial oversight of your nonprofit. It describes the financial roles and responsibilities of board members and provides an overview of the documents found in a nonprofit's financial report. You will learn how to identify and analyze key information in a nonprofit statement of financial position, statement of activities, and statement of cash flow and will get an overview of the process for developing and approving a nonprofit budget.

Nonprofit Skills and trade: Fulfilling Legal Obligations as a Board Member

Credits: IACET CEUs: 0.3 (Contact Hours: 3 hours); HRCI Credits: 3 (Type: General); SHRM PDCs: 3; CFRE Points: 3

Time Limit: 90 Days to Complete Cost: \$99

The law not only requires all nonprofit organizations to have a board of directors; it also identifies critical duties that boards must fulfill. As is the case for for-profit boards, non-profit boards have a duty to act in the organization's shareholder's interests; but for a nonprofit, the shareholders are the members of the public that the organization serves. Board members have three primary legal duties: the duty of care, the duty of loyalty, and the duty of obedience. If a nonprofit causes harm by an act or omission, the organization or even individual officers or employees may be liable. This course explores the legal obligations of nonprofit board members, key legal concepts that board members should understand, and the risks and limits of liability.

Nonprofit Skills and trade: Fundraising for Board Members

Credits: IACET CEUs: 0.3 (Contact Hours: 3 hours); HRCI Credits: 3 (Type: General); SHRM PDCs: 3

Time Limit: 90 Days to Complete Cost: \$99

This course provides an overview of the knowledge and skills required for effective nonprofit fundraising for board members. Topics covered include the key fundraising roles and responsibilities of nonprofit boards along with best practices to support various types of fundraising. The role of the development committee, board giving, and board fundraising engagement are also discussed. Tips for networking, asking for support, and maintaining lasting relationships with donors are provided. Learners will also gain an understanding of how to develop the plans and policies that nonprofit board members use to oversee fundraising and will learn about ways to maintain high ethical standards in their organizations.

Nonprofit Skills and trade: Measuring Progress for Board Members

Credits: IACET CEUs: 0.3 (Contact Hours: 3 hours); HRCI Credits: 3 (Type: General); SHRM PDCs: 3; CFRE Points: 3

Time Limit: 90 Days to Complete Cost: \$99

This course, aimed at nonprofit board members, is designed to help them understand and oversee the process for measuring nonprofit progress and performance. Self-paced and highly interactive, the course shows learners how to set appropriate organizational goals and how to use key performance indicators to measure the organization's progress. It details different ways of gathering information and analyzing data to measure desired outcomes, and it shows learners how to monitor and assess the progress of the board itself. It includes three case studies that allow learners to apply what they have learned to real-world situations, and it allows learners to download materials that they can use to measure their own organization's progress.

Nonprofit Skills and trade: Public-Facing Communication for Board Members

Credits: IACET CEUs: 0.3 (Contact Hours: 3 hours); HRCI Credits: 3 (Type: General); SHRM PDCs: 3; CFRE Points: 3

Time Limit: 90 Days to Complete Cost: \$99

This course will provide you with the knowledge and skills required for effective public communication. We will examine the key roles and responsibilities of nonprofit boards in public communication and describe the ways in which board members can earn and maintain public trust. We will also discuss best practices for creating a communications plan and describe various channels for communication. Finally, we will identify strategies for reaching a diverse audience and explore best practices for handling crisis communications.

Nonprofit Skills and trade: Strategic Planning for Board Members

Credits: IACET CEUs: 0.3 (Contact Hours: 3 hours); HRCI Credits: 3 (Type: General); SHRM PDCs: 3; CFRE Points: 3

Time Limit: 90 Days to Complete Cost: \$99

This course, aimed at nonprofit board members, is designed to help them apply basic strategic-planning skills to their nonprofit organizations. Self-paced and highly interactive, the course covers the six stages of the formal strategic planning process — Preparation; Mission and Vision; Strategic Assessment; Strategy Formulation; Implementation; and Evaluation — as well as approaches for rapidly developing strategies for situations not anticipated by the strategic plan. It includes three case studies that allow learners to apply what they have learned to real-world situations and it allows learners to download materials that they can use to develop strategies for their own organizations.

Principles of Marketing for Nonprofit Organizations

Credits: IACET CEUs: .3 (Contact Hours: 3 hours); HRCI Credits: 3 (Type: Specified - Strategic Business); SHRM PDCs: 3

Time Limit: 90 Days to Complete Cost: \$99

When we think of marketing, we typically think of the activities that a for-profit company engages in. However, marketing is an important function for nonprofit organizations as well. Effective marketing is how nonprofit organizations determine the needs of their clients and their donors. As in the for-profit world, nonprofit marketing includes advertising, promotion, public relations, and customer relationship management. This course examines how nonprofits use marketing to publicize their mission and to gather contributions of time and money. The course also discusses marketing planning in the nonprofit organization.

Social Media for Nonprofits

Credits: IACET CEUs: .5 (Contact Hours: 5 hours); HRCI Credits: 5 (Type: General); SHRM PDCs: 5

Time Limit: 90 Days to Complete Cost: \$99

Effective use of social media as a marketing tool is often essential for nonprofits to get attention in this digital world. This course introduces learners to the use of social media in communicating, marketing, public relations, and fundraising for nonprofits. It explores the major social media platforms (Facebook, LinkedIn, Twitter, YouTube, Pinterest) as vehicles for nonprofits to reach their members, volunteers, and donors.

Starting Your Own Nonprofit Organization

Credits: IACET CEUs: .4 (Contact Hours: 4 hours); HRCI Credits: 4 (Type: Specified - Strategic Business); SHRM PDCs: 4; CFRE Points: 4

Time Limit: 90 Days to Complete Cost: \$99

This course is a how-to guide for anyone who's got a great idea about how to give back to the community—but doesn't know how to turn that idea into a reality. The course begins by considering a fundamental question: Is starting a nonprofit the best way to achieve your philanthropic goals? For those who answer "Yes," the course then discusses the key steps in getting a nonprofit off the ground, including incorporating your organization; applying for tax-exempt status; drafting a business plan; choosing a board of directors and writing bylaws for the organization; recruiting employees and managing volunteers; and addressing the crucial issue of fundraising. Rich with videos and interactive content, this course provides a detailed and highly practical introduction to the fast-growing world of nonprofits.

Strategy for Nonprofit Organizations

Credits: IACET CEUs: .5 (Contact Hours: 5 hours); HRCI Credits: 5 (Type: Specified - Strategic Business); SHRM PDCs: 5

Time Limit: 90 Days to Complete Cost: \$99

We hear a lot about successful for-profit companies and the successful strategies they have developed. Even though nonprofit organizations are not concerned with profit maximization, they too can benefit from following a strategy. A nonprofit's strategy constitutes its decisions about what it will do and how it will do it. Nonprofit managers are critical to successfully implementing strategy since they are responsible for carrying out the actions that will support it. By understanding a nonprofit's strategy and how it helps the organization fulfill its mission, a manager can do a better job implementing the strategy.

ONLINE LEARNING

Online Learning

Introduction to Online Learning

Credits: IACET CEUs: 0.5 (Contact Hours: 5 hours); HRCI Credits: 5 (Type: General); SHRM PDCs: 5

Time Limit: 90 Days to Complete Cost: \$99

Learners who are engaging in online coursework have high expectations for their learning experience. And many institutions try to develop online coursework as a way to reduce cost and control the content of the training, but without regard for the complexities of the technology. This course introduces the major models, tools, and techniques for creating and delivering online learning. It reviews the fundamentals of general learning theory and how it can be applied in practice to online design and instruction.

This course was developed by MindEdge's National Institute of Online Learning (NIOL), which was founded in 2012 with the goal to improve the quality and effectiveness of online learning, especially for adult learners, by promoting best practices and innovation in the field.

The Technology of Online Learning

Credits: IACET CEUs: 0.5 (Contact Hours: 5 hours); HRCI Credits: 5 (Type: General); SHRM PDCs: 5

Time Limit: 90 Days to Complete Cost: \$99

The technology of online learning is constantly evolving. Not only is the technology of content presentation becoming more complex, but the delivery, integration, grade syncing, and expanding learning management system markets all add the puzzle. As a developer of online courses, this course seeks to give you the vocabulary and tools you need to ask the right questions and understand the fundamental concepts of technology in online learning. It reviews the key software and hardware options available, and it covers best practices in using technology.

This course was developed by MindEdge's National Institute of Online Learning (NIOL), which was founded in 2012 with the goal to improve the quality and effectiveness of online learning, especially for adult learners, by promoting best practices and innovation in the field.

OPERATIONS MANAGEMENT

Operations Management

Logistics and Distribution Management

Credits: PMI PDUs: 6; Strategic & Business Management PDUs: 3.5; Technical PM PDUs: 2.5; IACET CEUs: .6 (Contact Hours: 6 hours); SHRM PDCs: 6

Time Limit: 180 Days to Complete Cost: \$179

This course explores the fundamental concepts and ideas of logistics and distribution management. It delves into the various logistics information management systems, analyzes their financial aspects and technological influences, and explains how to manage and measure their performance. This course is divided into modules that explain logistics management, inventory management, and warehousing and distribution. Throughout these modules, course participants will review and distinguish between inbound logistics, outbound logistics, reverse logistics, and third-party logistics; explore the tools and techniques for tracking and valuing inventory, including ABC analysis; and learn the functions of packaging and methods for transporting goods through simple and complex distribution channels.

Operations Management

Credits: PMI PDUs: 10; Leadership PDUs: 4.5; Strategic & Business Management PDUs: 1; Technical PM PDUs: 4.5; IACET CEUs: 1.0 (Contact Hours: 10 hours); HRCI Credits: 10 (Type: Specified - Strategic Business); SHRM PDCs: 10

Time Limit: 180 Days to Complete Cost: \$339

This course explores the fundamental concepts and theories practitioners will need to successfully guide operations in manufacturing and service organizations. Modules in this self-paced course introduce key foundational material, describe the interplay of supply chains and demand management, and explain the role that processes and process management play in robust operations. Specific tools, techniques, and methodologies (including Lean, total quality management, and Six Sigma) are presented to show their applicability to operational strategies.

Interactive and integrative exercises throughout the course challenge learners, ensuring that they understand important ideas, schemes, and information. Educational review materials and study aides assist in the retention of material, and video segments from industry professionals provide real-world advice that students can use to help reach operational goals and objectives in professional settings.

Procurement and Supply Management

Credits: PMI PDUs: 8; Leadership PDUs: 3; Strategic & Business Management PDUs: 3.5; Technical PM PDUs: 1.5; IACET CEUs: .8 (Contact Hours: 8 hours); SHRM PDCs: 8

Time Limit: 180 Days to Complete Cost: \$229

This course explains the evolution from the transactional purchasing or procurement function into the strategic process of supply management. It introduces key concepts and ideas that can be used to successfully source and manage suppliers and to deal with issues that may arise across the supply chain. The course is divided into modules that explain supply management basics; describe strategic, ethical, and sustainable sourcing; and discuss supply chain leadership and integration. Course participants will explore supply management from several viewpoints; align sourcing, communication, and management strategies; and incorporate ethical and sustainable practices into the supply chain. Trends and changes to the profession due to the Internet and emerging technologies are also discussed.

Supply Chain Management Basics

Credits: PMI PDUs: 10; Leadership PDUs: 1; Strategic & Business Management PDUs: 4; Technical PM PDUs: 5; IACET CEUs: 1.0 (Contact Hours: 10 hours); SHRM PDCs: 10

Time Limit: 180 Days to Complete Cost: \$339

As a supply chain grows in complexity, and companies increasingly source products and services from a more diverse and global set of suppliers, the job of managing the processes that ensure the steady and reliable flow of components and inputs has never been more difficult. This course introduces the core concepts and components of supply chain management, including supplier evaluation, logistics, inventory management, and other supply chain practices.

PERSONAL ENRICHMENT

Personal Enrichment

Creative Writing: Children's Books

Credits: IACET CEUs: .15 (Contact Hours: 1.5 hours)

Time Limit: 90 Days to Complete Cost: \$39

Do you love writing or children? Have you dreamed of having your own book published? This course will guide you through the process of identifying the format and audience for your book, brainstorming ideas, developing a plot and characters, writing effectively, seeking and benefiting from feedback, and finally perfecting your manuscript to send off to an agent or publisher. Whether you know exactly what you want to write or are still fishing around for ideas, this course will take you to the next level through exercises designed to further your particular project.

Creative Writing: Poetry

Credits: IACET CEUs: 0.15 (Contact Hours: 1.5 hours)

Time Limit: 90 Days to Complete Cost: \$39

Poetry has existed across cultures for thousands of years. We consume poetry in music, in plays, and in numerous different forms and styles. Many people enjoy reading and writing poetry, but analyzing poetry and improving your poetic vocabulary will help you write more effectively and better engage with the poetry you read.

MindEdge Studio: Introduction to Drawing

No Credit

Time Limit: 90 Days to Complete Cost: \$59

Drawing is a foundational skill that can aid in the development of other creative pursuits. Painters, architects, woodworkers, gardeners, and designers all benefit from honing their drawing skills. But drawing is also an art form in its own right, and learning how to draw can help unlock one's creative potential. Many benefits associated with drawing include increased focus and relaxation, improved creativity and problem solving, and greater hand-eye coordination. In this course, you'll learn the basics of drawing, including how to practice and implement the basic elements of drawing and how to develop a regular habit of drawing and sketching.

MindEdge Studio: Introduction to Mixology

No Credit

Time Limit: 90 Days to Complete Cost: \$59

Mixology is the art and study of advanced bartending skills, service, and technique. In this Introduction to Mixology course, you will learn the basics and nuances of spirits knowledge, how to set up an at-home bar, and the tools and tricks of the trade. Through a series of videos, an expert mixologist teaches you several classic and contemporary cocktails and how to create the perfect cocktail menu for your next event.

MindEdge Studio: Personal Fitness at Home

No Credit

Time Limit: 90 Days to Complete Cost: \$59

The benefits of exercise are numerous, regardless of your age or physical ability. Everyone benefits from regular physical activity. Yet, a common challenge is how to build time for fitness into your daily routine.

This course breaks down key elements and objectives for health, wellness, and exercise that can be done at home. Through a series of videos, an expert personal trainer and wellness professional will discuss the benefits to working out, how to create exercise routines you can perform at home, online tools to assist you with your progress, nutrition, and more.

Taking Better Photographs

Credits: IACET CEUs: 0.2 (Contact Hours: 2 hours)

Time Limit: 90 Days to Complete Cost: \$69

Taking captivating and creative photographs is a challenge. While determining whether a photograph is aesthetically pleasing may be subjective, there are basic techniques for photographers to follow to assist in the photography process. This beginner's course will provide an overview of the basics needed to successfully take photographs. Through this course, you will learn about camera basics, including equipment and settings. Additionally, the course will dive into composition, focusing, and editing to create eye-catching visuals and enhance the photography experience.

PROJECT MANAGEMENT

Project Management

Project Management (ACE CREDIT®)

See the ACE Credits Section

Agile Team Simulation: Carnon Corporation

Credits: PMI PDUs: 10; Power Skills PDUs: 8; Ways of Working PDUs: 2; IACET CEUs: 1.0 (Contact Hours: 10 hours); HRCI Credits: 10 (Type: Specified - Strategic Business); SHRM PDCs: 10

Time Limit: 90 Days to Complete Cost: \$409

In this simulation, you'll assume the role of an Agile practitioner helping a team address the interpersonal and relational challenges that are currently impeding their progress. The simulation, designed for adult learners with some Agile experience, will ask you to make decisions as you confront common Agile issues. Each decision you make will include tradeoffs that will increase satisfaction in some areas but may hinder other areas. Your task will be to select an option that best benefits your organization.

As you make your choices, an adaptive scoreboard will reflect the impact of those choices on organizational success. Your goal will be to optimize your score across several organizational factors. You'll use the results of your actions to inform subsequent decisions as you complete the simulation.

Allerton Connector Highway Project Management Simulation

Credits: PMI PDUs: 10; Leadership PDUs: 6; Strategic & Business Management PDUs: 2; Technical PM PDUs: 2; IACET CEUs: 1 (Contact Hours: 10 hours); HRCI Credits: 10 (Type: Specified - Strategic Business); SHRM PDCs: 10

Time Limit: 180 Days to Complete Cost: \$409

In this simulation, you've been named the project manager on a highway construction project in the small city of Allerton. This project is considered to be a "major project" by the Federal Highway Administration (FHWA), which means it has a budget of \$500 million or more. Over the course of the project, you'll make a series of decisions, each of which will impact the project in different ways. As you make these decisions, an adaptive scoreboard will reflect the impact of your choices on project success.

Effectively Managing Project Stakeholders

Credits: PMI PDUs: 3; Power Skills PDUs: 1; Business Acumen PDUs: 1; Ways of Working PDUs: 1; IACET CEUs: 0.3 (Contact Hours: 3 hours); HRCI Credits: 3 (Type: Specified - Strategic Business); SHRM PDCs: 3

Time Limit: 90 Days to Complete Cost: \$99

This online course is created to help project managers understand and resolve issues that can emerge from interactions among project stakeholders. The course contains ten concise case studies that explore common stakeholder issues. The case studies are designed to simulate the conversations and interactions that occur among project stakeholders, to show learners how to dissect causal elements from these types of conversations - just as they will have to do on their own projects—and to help them prepare appropriate responses. As students work through the case studies, they'll learn effective strategies to resolve stakeholder problems and gain the proficiency necessary to manage interactions and keep their projects on track.

Emotional Intelligence for Project Managers

Credits: PMI PDUs: 3; Leadership PDUs: 0.5; Strategic & Business Management PDUs: 1; Technical PM PDUs: 1.5; IACET CEUs: .3 (Contact Hours: 3 hours); HRCI Credits: 3 (Type: General); SHRM PDCs: 3

Time Limit: 90 Days to Complete Cost: \$99

Emotional intelligence (EI) is our ability to identify and control our emotions to achieve positive outcomes in our relationships. Project managers with high EI are better equipped to deal with team members, vendors, stakeholders, and sponsors and to handle and resolve conflicts. This course reviews the underlying concepts of emotional intelligence and explores how project managers can improve, and make use, of their emotional intelligence.

Ethics for Project Managers

Credits: PMI PDUs: 3; Leadership PDUs: 0.75; Strategic & Business Management PDUs: 0.75; Technical PM PDUs: 1.5; IACET CEUs: .3 (Contact Hours: 3 hours); HRCI Credits: 3 (Type: Specified - Strategic Business); SHRM PDCs: 3

Time Limit: 90 Days to Complete Cost: \$99

Business ethics represent the standards for right and wrong that govern how business people act. The term also refers to the study of moral principles in the workplace. This course reviews the major ethical issues facing project managers. It looks at the specific challenges project leaders may confront as they deal with team members, vendors, stakeholders, and sponsors.

HealthMax Software Project Management Simulation

Credits: PMI PDUs: 10; Leadership PDUs: 6; Strategic & Business Management PDUs: 2; Technical PM PDUs: 2; IACET CEUs: 1 (Contact Hours: 10 hours); HRCI Credits: 10 (Type: Specified - Strategic Business); SHRM PDCs: 10

Time Limit: 180 Days to Complete Cost: \$409

In this simulation, you've been named the project manager on a new product development project at HealthMax Software. The goal of the project is to develop HealthRecords, a new medical records software system. For HealthMax, a small company, the success of this project has become vital to its long-term viability. It is now March, and the plan is to have three satisfied early-adopter customers and a product that is ready to launch at a major trade show in June of next year. The schedule is tight, and the budget for the project has been set with no possibility of an increase.

Managing Real World Projects

Credits: PMI PDUs: 10; Leadership PDUs: 4.5; Strategic & Business Management PDUs: 1.25; Technical PM PDUs: 4.25; IACET CEUs: 1 (Contact Hours: 10 hours); HRCI Credits: 10 (Type: Specified - Strategic Business); SHRM PDCs: 10

Time Limit: 180 Days to Complete Cost: \$289

This course presents a streamlined approach to project management based on the best practices of experienced, effective project managers. It cuts through the clutter and focuses on the key principles of project management in the real world, offering tools and techniques for achieving project success. This course provides a clear road map for leading a project through the five key project stages: Initiating, Planning, Controlling, Executing and Closing. You'll be exposed to the basic tools employed in each of these stages, including templates for a comprehensive project plan, work breakdown schedules, task list, issue list, risk register and close-out documents. Each stage is illustrated by examples and video commentary by project management professionals, where you can see how best practices are applied to solve project challenges.

PM Primer: Cognitive Ability and Decisiveness

Credits: PMI PDUs: 2; Leadership PDUs: 1; Strategic & Business Management PDUs: 0.25; Technical PM PDUs: 0.75; HRCI Credits: 2 (Type: General); SHRM PDCs: 2

Time Limit: 90 Days to Complete Cost: \$99

This online course focuses on those critical thinking, decision-making, and cognitive skills vital to effective project management. To be effective, project practitioners need to do more than just apply tools and techniques. They need to think critically about their projects and make good decisions that will put themselves - and their teammates - in positions to succeed.

PM Primer: Conflict Resolution

Credits: PMI PDUs: 2; Strategic & Business Management PDUs: 1.25; Technical PM PDUs: 0.75; HRCI Credits: 2 (Type: General); SHRM PDCs: 2

Time Limit: 90 Days to Complete Cost: \$99

This online course focuses on how project managers can resolve conflicts in a project setting. Any time you convene a group of people to work together as closely as project teams do, conflicts are bound to happen. Project team members will likely have different views, personalities, and work styles that may clash as project objectives and goals are pursued.

PM Skills®: Analysis and Problem Solving

Credits: PMI PDUs: 3; Leadership PDUs: 1.5; Strategic & Business Management PDUs: 0.25; Technical PM PDUs: 1.25; IACET CEUs: 0.3 (Contact Hours: 3 hours); HRCI Credits: 3.00 (Type: Specified - Strategic Business); SHRM PDCs: 3

Time Limit: 90 Days to Complete Cost: \$99

As a project leader, one of your main responsibilities will be to not only collect project data but to also analyze that data to uncover any patterns and trends in project outputs. You will then have to mesh those data analysis skills with creative problem-solving techniques to keep your project on pace and aligned to meet its goals. This self-paced, fully online course will help you develop the expertise you'll need to assess information, define problems, and uncover their root causes. You'll learn how to develop and implement solutions in ways that will resolve issues without creating new risks. And you'll begin to recognize the key role that analysis plays in your decision-making and problem-solving approaches, so you can efficiently guide projects to their successful conclusion.

PM Skills: Change Management

Credits: PMI PDUs: 3; Leadership PDUs: 1.5; Strategic & Business Management PDUs: 1; Technical PM PDUs: 0.5; IACET CEUs: 0.3 (Contact Hours: 3 hours); HRCI Credits: 3.00 (Type: Specified - Strategic Business); SHRM PDCs: 3

Time Limit: 90 Days to Complete Cost: \$99

Very few projects—even the simplest and smallest—are completed without having someone request a change of some form. Changes will happen—they can't be avoided—so it's important to prepare your team for any disruptions that may occur to ensure the project is not delayed or derailed.

This self-paced, fully online course will help you address and manage the impact of any changes your team may encounter. You will explore the types, forces, and factors for change, and you'll learn how to use change management initiatives and models to overcome resistance and foster engagement. You'll discover how you can best communicate about change, and you'll learn how to sustain the gains you make as you incorporate changes into your projects.

PM Skills: Communication

Credits: PMI PDUs: 3; Leadership PDUs: 1.5; Strategic & Business Management PDUs: 0.75; Technical PM PDUs: 0.75; IACET CEUs: .3 (Contact Hours: 3 hours); HRCI Credits: 3.00 (Type: Specified - Strategic Business); SHRM PDCs: 3

Time Limit: 90 Days to Complete Cost: \$99

Communication is a critical aspect of any successful project. Effective project teams communicate continuously, to share knowledge, clarify project objectives, and address issues. Project practitioners spend a large amount of their time engaged in interpersonal communication activities, ensuring that information is widely distributed and participants are kept up to date on all project objectives. But some project participants may not have the required expertise or ability to communicate effectively.

This self-paced, fully online course will help project leaders understand and coordinate verbal and written forms of communication within and between project teams. It will help focus and clarify communication techniques and allow clear, concise, and direct interactions among all project practitioners and stakeholders.

PM Skills: Conflict Management

Credits: PMI PDUs: 3; Leadership PDUs: 1.5; Strategic & Business Management PDUs: 0.75; Technical PM PDUs: 0.75; IACET CEUs: .3 (Contact Hours: 3 hours); HRCI Credits: 3.00 (Type: Specified - Strategic Business); SHRM PDCs: 3

Time Limit: 90 Days to Complete Cost: \$99

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PM Skills: Critical Thinking and Decision Making

Credits: PMI PDUs: 3; Leadership PDUs: 1.5; Strategic & Business Management PDUs: 0.75; Technical PM PDUs: 0.75; IACET CEUs: .3 (Contact Hours: 3 hours); HRCI Credits: 3.00 (Type: Specified - Strategic Business); SHRM PDCs: 3

Time Limit: 90 Days to Complete Cost: \$99

To efficiently lead projects, project managers need more than tools and techniques—they need skills that allow them to assess data and information and to make the most appropriate and effective decisions possible. They need to ask the right questions that will help them diagnose problems and make the right choices to propel teams to successful outcomes.

This self-paced, fully online course will guide learners through a systematic decision-making process for making carefully considered choices and reaching fully examined conclusions. It will help to refine and develop critical thinking and reasoning skills that will enable project leaders to assess options, generate plans of action, and put their teams in positions to succeed.

PM Skills: Embracing Risk and Uncertainty

Credits: PMI PDUs: 3; Leadership PDUs: 1.5; Strategic & Business Management PDUs: 0.75; Technical PM PDUs: 0.75; IACET CEUs: .3 (Contact Hours: 3 hours); HRCI Credits: 3.00 (Type: Specified - Strategic Business); SHRM PDCs: 3

Time Limit: 90 Days to Complete Cost: \$99

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PM Skills: Expanding Focus and Alignment

Credits: PMI PDUs: 3; Leadership PDUs: 1.25; Strategic & Business Management PDUs: 1; Technical PM PDUs: 0.75; IACET CEUs: 0.3 (Contact Hours: 3 hours); HRCI Credits: 3.00 (Type: Specified - Strategic Business); SHRM PDCs: 3

Time Limit: 90 Days to Complete Cost: \$99

A project consists of many moving parts—people, resources, materials, and timelines, just to name a few. All of these parts connect and influence each other, and, as the project leader, it's your job to ensure that all of the parts come together in the right way to achieve a specific goal. But, as many project leaders know, it's never as simple as moving from point A to point B; projects are messy and nonlinear, so leaders need tools that will help them align project elements and see the bigger picture.

Systems thinking provides a framework for better understanding the complex and ever-changing parts of a project. This methodology helps you think of your project as an interrelated part of the larger puzzle that your organization will use to meet its objectives. It allows you to look beyond the boundaries of your project to see how factors outside those boundaries interact with the things inside (and vice versa). And it helps you expand your focus to see how your project results fit into the overall scheme of your organization.

PM Skills: Interaction and Engagement

Credits: PMI PDUs: 3; Leadership PDUs: 1.5; Strategic & Business Management PDUs: 0.75; Technical PM PDUs: 0.75; IACET CEUs: 0.3 (Contact Hours: 3 hours); HRCI Credits: 3.00 (Type: Specified - Strategic Business); SHRM PDCs: 3

Time Limit: 90 Days to Complete Cost: \$99

As a project leader, your project's stakeholders are some of your greatest assets. However, those assets are only valuable if you collaborate with and involve them on a regular basis. Customers, colleagues, team members, management, the community at large—they all have something to offer, but to capitalize on these resources, you'll need effective interaction and continuous stakeholder engagement to uncover their true worth.

This self-paced, fully online course will help you successfully collaborate with your stakeholders to improve your chances for project success. You'll learn to identify, analyze, manage, and encourage your stakeholder groups to be an integral part of your project's outcomes. And you'll see how meaningful interaction and engagement can strengthen cooperative efforts and enhance results to exceed expectations and requirements.

PM Skills: Interpersonal Skills for Project Leaders

Credits: PMI PDUs: 3; Leadership PDUs: 1.5; Strategic & Business Management PDUs: 0.75; Technical PM PDUs: 0.75; IACET CEUs: 0.3 (Contact Hours: 3 hours); HRCI Credits: 3.00 (Type: Specified - Strategic Business); SHRM PDCs: 3

Time Limit: 90 Days to Complete Cost: \$99

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PM Skills: Leadership

Credits: PMI PDUs: 3; Leadership PDUs: 2.50; Strategic & Business Management PDUs: 0.25; Technical PM PDUs: 0.25; IACET CEUs: 0.3 (Contact Hours: 3 hours); HRCI Credits: 3.00 (Type: Specified - Strategic Business); SHRM PDCs: 3

Time Limit: 90 Days to Complete Cost: \$99

In recent years, views of leadership have changed. Today there is a greater understanding of the varieties of leadership in business, government, education, healthcare, and not-for-profit organizations, as well as in more personal areas like team leadership and family settings.

As a project leader, honing your leadership skills will allow you to successfully meet project objectives while motivating and engaging your team. Improving your leadership skills will enhance your standing as an asset to your organization while fostering team, project, and organizational evolution.

PM Skills: Negotiation

Credits: PMI PDUs: 3; Leadership PDUs: 1.5; Strategic & Business Management PDUs: 1; Technical PM PDUs: 0.5; IACET CEUs: 0.3 (Contact Hours: 3 hours); HRCI Credits: 3.00 (Type: Specified - Strategic Business); SHRM PDCs: 3

Time Limit: 90 Days to Complete Cost: \$99

Negotiation is a key element of any project management approach. Project leaders regularly negotiate with various stakeholders—clients, teams, management, and leaders of other organizational projects—to move their own project toward completion. In some cases, a project's success may depend on the project leader's ability to address competing interests through negotiation. Fortunately, anyone can develop strong negotiation skills through learning, practice, focus, and negotiations training.

This self-paced, fully online course will provide learners with the skills they'll need to successfully negotiate with internal and external project practitioners. It will help them establish their negotiation strategies and refine their techniques to successfully execute and complete projects.

PM Skills: Planning and Project Design

Credits: PMI PDUs: 3; Leadership PDUs: 1.5; Strategic & Business Management PDUs: 0.5; Technical PM PDUs: 1; IACET CEUs: 0.3 (Contact Hours: 3 hours); HRCI Credits: 3.00 (Type: Specified - Strategic Business); SHRM PDCs: 3

Time Limit: 90 Days to Complete Cost: \$99

At the beginning of a project, your responsibilities as a project leader will largely revolve around designing a plan that aligns with your organization's corporate strategy while providing fully functional deliverables that meet your stakeholders' needs. But project planning is not a one-time event: it occurs throughout a project's life cycle, so you need to remain prepared to make changes and have contingency plans in place to address unexpected situations.

This self-paced, fully online course will introduce you to the tools, techniques, and strategies you can use to develop successful projects and release plans. These tools and strategies can guide you in your efforts to create a just-in-time methodology that will complement your organization's strategic and tactical plans and enhance your product life cycle planning in the most efficient way possible.

PM Skills: Tailoring and Adaptability

Credits: PMI PDUs: 3; Leadership PDUs: 2.25; Strategic & Business Management PDUs: 0.25; Technical PM PDUs: 0.5; IACET CEUs: 0.3 (Contact Hours: 3 hours); HRCI Credits: 3.00 (Type: Specified - Strategic Business); SHRM PDCs: 3

Time Limit: 90 Days to Complete Cost: \$99

Every project you encounter will be different in one way or another, and because of these inevitable differences, you'll need to tailor your project work to some degree. Different projects have different needs, expectations, and scopes, so your project's plans will have to be customized and adaptable to what your project demands. Small changes in your processes will be easy to adjust, but larger changes—like modifying your methodology—will require more intensive work.

This self-paced, fully online course will help you understand what tailoring is, increase your adaptability, and identify what in your projects you need to tailor. Knowing what and how to tailor will only increase productivity and lead to a more successful coordination and organization of your projects and operations.

PM Skills: Team Development

Credits: PMI PDUs: 3; Leadership PDUs: 2; Technical PM PDUs: 1; IACET CEUs: 0.3 (Contact Hours: 3 hours); HRCI Credits: 3.00 (Type: Specified - Strategic Business); SHRM PDCs: 3

Time Limit: 90 Days to Complete Cost: \$99

Effective project leaders rely on their project teams to complete work in a timely manner, but often, these teams need coaching and training that will encourage them to work together to achieve their objectives. The members of a project team could be talented individuals, but the team may need to be shaped into a unit that acts collaboratively to meet a project's goals.

This self-paced, fully online course will help learners enhance their team's ability to work cooperatively by clearly defining roles and responsibilities and inviting team members to play to each other's strengths. Learners will create, implement, and evaluate development programs that will help team members advance and improve and will learn to capitalize on team dynamic concepts to achieve success by better understanding team interactions.

PM Skills and reg; Toolkit: Communication Tools

Credits: PMI PDUs: 3; Power Skills PDUs: 1.5; Business Acumen PDUs: 0.5; Ways of Working PDUs: 1; IACET CEUs: 0.3 (Contact Hours: 3 hours); HRCI Credits: 3 (Type: General); SHRM PDCs: 3

Time Limit: 90 Days to Complete Cost: \$99

Communication is a key element of any successful project. Well-run projects rely on a continuous flow of communication to share key developments, ensure that stakeholders and team members are informed, and address any issues that arise. As a project leader, you'll set the norms and expectations for project communications but you'll need tools to help you craft a successful communication strategy for your projects.

In this course, you'll explore several tools to help your project team members communicate and collaborate. You'll examine verbal and written techniques, in-person and remote approaches, and one-to-one or one-to-many methods. Regardless of how it is structured, your team's communication should be concise, direct, and take an appropriate form for the situation, to ensure that information is transmitted appropriately and project objectives continue to be met.

PM Skills and reg; Toolkit: Resource Negotiation Tools

Credits: PMI PDUs: 3; Power Skills PDUs: 2.0; Business Acumen PDUs: 0.5; Ways of Working PDUs: 0.5; IACET CEUs: 0.3 (Contact Hours: 3 hours); HRCI Credits: 3 (Type: General); SHRM PDCs: 3

Time Limit: 90 Days to Complete Cost: \$99

As project leaders, negotiation permeates our lives—it is what we do to resolve issues and secure resources. Often, due to the scarcity of resources, the parties in a negotiation will adopt one or more approaches to get what they need; in fact, the negotiating parties may blend different strategies to get the best outcome, either for themselves or (hopefully) for both sides in the transaction.

Your ability to successfully identify these strategies as you negotiate for resources (and come to an agreement that will be most beneficial) is essential for your success as a project leader. For the duration of your project, you may have to negotiate with stakeholders both inside and outside of your organization, and the choices you make as you interact with these people and groups may be the difference between a successful venture and an unmitigated disaster.

Project Management Team Leadership

Credits: PMI PDUs: 18; Leadership PDUs: 10; Strategic & Business Management PDUs: 1; Technical PM PDUs: 7; IACET CEUs: 1.8 (Contact Hours: 18 hours); HRCI Credits: 18 (Type: General); SHRM PDCs: 18

Time Limit: 180 Days to Complete Cost: \$409

This course covers the roles and responsibilities of the project management team leader, in particular, their responsibility with regard to project stakeholders. The course also discusses how project management team leaders can build a positive team environment through effective communication, team building activities, problem-solving, and reflective listening.

Quality Management Basics

Credits: PMI PDUs: 12; Leadership PDUs: 2; Strategic & Business Management PDUs: 4; Technical PM PDUs: 6; IACET CEUs: 1.2 (Contact Hours: 12 hours); HRCI Credits: 12 (Type: Specified - Strategic Business); SHRM PDCs: 12

Time Limit: 180 Days to Complete Cost: \$339

This course provides a firm foundation for anyone looking to understand quality management practices and techniques. The course combines instructional material with interactive exercises, vocabulary games, and flashcards to explain the core concepts and strategies of effective quality management. Case studies and examples from manufacturing and service sectors help to explain the nuances of quality concepts, while video segments from experienced quality management professionals provide expert insight into the real-world application of quality principles. The course is self-paced to allow students as much time as needed to absorb information and to understand the key concepts that will help them satisfy their stakeholders and delight their customers.

REMOTE WORK

Remote Work

Work From Home: Health and Wellness at Home

Credits: IACET CEUs: 0.3 (Contact Hours: 3 hours)

Time Limit: 90 Days to Complete Cost: \$99

Working from home presents a unique set of challenges when it comes to maintaining mental and physical health. From increased feelings of social isolation, anxiety, and stress, to a decrease in physical activity, sleep quality, and motivation, many people find that working from home is not necessarily a dream-like experience. This course provides learners with the knowledge and practices to gain and sustain optimum health and wellness at home. In addition, it provides guidance for improving sleep hygiene, practicing mindfulness, developing healthy eating habits, exercising, and tracking health with technology.

Work From Home: Technology at Home

Credits: IACET CEUs: 0.3 (Contact Hours: 3 hours)

Time Limit: 90 Days to Complete Cost: \$99

The key to a productive workday at home is being prepared for all the technology needs that accompany work-from-home situations. Nothing is worse than a frozen Zoom meeting or a VPN connection issue! This course provides learners with the knowledge, tips, and practices to manage different devices and technologies at home. In addition, it provides practical guidance for purchasing products, contracting for services, and troubleshooting common issues so your day runs smoothly from anywhere in the world.

Work From Home: Work-Life Balance

Credits: IACET CEUs: 0.3 (Contact Hours: 3 hours)

Time Limit: 90 Days to Complete Cost: \$99

Finding a healthy work-life balance—knowing the right amount of time to devote to your work, to your family, and to yourself—has never been easy. And, as more and more people are now working from home, the lines between work and life have blurred, and the idea of balance has grown ever more elusive.

This course will introduce you to the concept of work-life balance, as we know it in the Age of Remote Work. And it will offer you practical advice and tips on dealing with your employer, supporting your family, and caring for parents and other, older loved ones.

Working Remotely

Credits: IACET CEUs: 0.3 (Contact Hours: 3 hours); HRCI Credits: 3 (Type: General)

Time Limit: 90 Days to Complete Cost: \$99

Working from home allows for greater flexibility but requires a thoughtful approach to time management. Scheduling tasks in an efficient way and ensuring a clear boundary between work life and home life are key components of balancing the demands of remote work. This course provides an overview of the skills and strategies needed to achieve a fulfilling, productive remote work routine and healthy work-life balance. Additionally, the course covers interview preparation for remote positions, as well as video conferencing, instant messaging, and email best practices.

Included with your course is a one (1) year complimentary subscription to Fast Company (\$19.99 value). Your subscription will start with the current issue. Fast Company publishes 8 issues a year.

SECURITY AWARENESS

Security Awareness

Security Awareness Training

Credits: IACET CEUs: .2 (Contact Hours: 2 hours); HRCI Credits: 2 (Type: General); SHRM PDCs: 2

Time Limit: 365 Days to Complete Cost: \$29

MindEdge's Security Awareness Online Training teaches employees to identify and prevent security breaches before they happen. For four cents per day per employee, your staff will have year-long, anytime, anywhere access to our highly-rated online security awareness training. This comprehensive training spans the facets of security awareness from in-office to remote security, email to phishing attacks, malware to ransomware, cloud to social media, and more.

SIX SIGMA & LEAN

Six Sigma & Lean

Lean Basics

Credits: PMI PDUs: 10; Leadership PDUs: 0.75; Strategic & Business Management PDUs: 5.25; Technical PM PDUs: 4; IACET CEUs: 1.0 (Contact Hours: 10 hours); HRCI Credits: 10 (Type: Specified - Strategic Business); SHRM PDCs: 10

Time Limit: 180 Days to Complete Cost: \$339

Lean is an approach to organizational processes that seeks to minimize waste and increase value for the customer. Starting off as an approach to manufacturing processes, Lean has expanded into even services industries. If you are interested in learning about the core concepts needed to successfully apply Lean strategies to organizational operations, this course is designed for you. Key ideas are presented in an easy-to-understand format, with interactive and integrative exercises to help learners better understand the core and fundamental elements of a Lean application. Case studies and video segments from experienced Lean professionals provide real-world advice and counsel for participants, while educational aids and review assignments assist in the comprehension and retention of course material, to ensure proficiency and mastery of critical knowledge and information.

Lean Six Sigma Basics

Credits: PMI PDUs: 38; Leadership PDUs: 10; Strategic & Business Management PDUs: 2; Technical PM PDUs: 26; IACET CEUs: 3.8 (Contact Hours: 38 hours)

Time Limit: 180 Days to Complete Cost: \$889

The Lean Six Sigma Basics course describes the strategies, techniques, and concepts practitioners will need to complete process improvement projects and activities. The course's eight modules describe the important themes, principles, and tools of the DMAIC methodology that help refine processes and enhance operations. Throughout the course, learners will be tested on their comprehension of course topics through exercises, interactive games, and case study assignments. Each module also includes quizzes and tests that learners can use to prepare for the 50-question exam at the course end. Video segments from subject matter experts supplement the course material, to provide real-world examples and enhanced understanding of important concepts and best practices.

Six Sigma Basics

Credits: PMI PDUs: 32; Leadership PDUs: 11; Strategic & Business Management PDUs: 5; Technical PM PDUs: 16; IACET CEUs: 3.2 (Contact Hours: 32 hours); HRCI Credits: 32 (Type: Specified - Strategic Business); SHRM PDCs: 32

Time Limit: 180 Days to Complete Cost: \$559

This self-paced course explains the concepts, strategies, tools, and techniques learners will need to complete process improvement projects and activities. The course is divided into eight modules that explain key foundational Six Sigma information, guide students through the five steps of the DMAIC methodology, and demonstrate how a Six Sigma approach can benefit organizations in several, diverse industries or business sectors. Course assignments detail the tools and skills learners will implement as they apply a Six Sigma approach to process improvement activities, and show practitioners how they can contribute as important members of improvement teams.**SMALL BUSINESS MANAGEMENT**

SMALL BUSINESS MANAGEMENT

Small Business Management

Accounting Fundamentals for Small Businesses

Credits: PMI PDUs: 5; Leadership PDUs: 1.75; Strategic & Business Management PDUs: 2.25; Technical PM PDUs: 1; IACET CEUs: .5 (Contact Hours: 5 hours); HRCI Credits: 5 (Type: Specified - Strategic Business); SHRM PDCs: 5

Time Limit: 90 Days to Complete Cost: \$119

Following basic accounting principles is an essential and necessary part of any business, regardless of size. As a small business owner, it is crucial to recognize the importance of maintaining proper financial records. Accounting records help identify sources of revenue, monitor the progress of business operations, assist in identifying areas that need improvement, and aid in preparing accurate financial statements. This course will introduce you to fundamental accounting concepts and develop your ability to record and analyze business transactions, and prepare the four major financial statements.

Budgeting and Financial Analysis for Small Businesses

Credits: PMI PDUs: 5; Leadership PDUs: 2; Strategic & Business Management PDUs: 1.75; Technical PM PDUs: 1.25; IACET CEUs: .5 (Contact Hours: 5 hours); HRCI Credits: 5 (Type: Specified - Strategic Business); SHRM PDCs: 5

Time Limit: 90 Days to Complete Cost: \$119

Many small business owners find creating a budget to be an intimidating process. However, creating and maintaining a budget for your business is a crucial component of success. Budgets assist in maintaining control of your business activities, and provide a road map to ensure you are spending money in the right places at the right time. Similarly, tracking performance and analyzing financial data provides insight into what is working, and what isn't, in terms of your business. Knowing how to interpret the information found in your business's financial statements is an important skill to develop. Financial analysis allows you to understand your business's financial position better and can help you make better financial decisions. This course will introduce you to the budgeting process and financial analysis. In module one, you will develop your ability to prepare budgets, generate pro forma financial statements, and analyze budget variances. Module two will focus on analyzing the financial position of your business through financial ratio analysis, benchmarking, and break-even analysis.

HR Fundamentals for Small Businesses

Credits: IACET CEUs: .3 (Contact Hours: 3 hours); HRCI Credits: 3 (Type: General); SHRM PDCs: 3

Time Limit: 90 Days to Complete Cost: \$99

The people who make up your business are among your most valuable assets. Proper management of those human resources is critical for creating and sustaining a skilled and engaged workforce, developing a positive business culture, and generating a competitive advantage. Human resource personnel are involved in tasks like recruiting, selecting, compensating, training, developing, and disciplining employees. Who carries out these tasks varies depending on a business' size and organization. Large organizations may have a dedicated HR manager or even an entire HR department. In smaller businesses, on the other hand, HR responsibilities may be carried out by the CEO or business owner, delegated to staff, or outsourced.

Regardless of whether they will be responsible for carrying out HR tasks themselves, small business owners should be aware of important human resource issues, options, and controversies. This course reviews key areas in human resource management, like crafting job descriptions, finding the right people for those jobs, fairly compensating employees, and responding to performance issues. We also survey important employment laws and some best practices for creating a workplace that is safe and healthy for employees. Experts provide commentary and share their personal experiences relating to common HR issues.

Introduction to Small Business Management

Credits: PMI PDUs: 3; Leadership PDUs: 1.25; Strategic & Business Management PDUs: 1.5; Technical PM PDUs: 0.25; IACET CEUs: .3 (Contact Hours: 3 hours); HRCI Credits: 3 (Type: Specified - Strategic Business); SHRM PDCs: 3

Time Limit: 90 Days to Complete Cost: \$99

Introduction to Small Business Management is designed for prospective and current small business owners, entrepreneurs, and managers who want to understand the basics of running a successful small business. Managing a small business can be quite challenging, and this course provides an overview of small business operations, including business planning, legal issues, financial management, human resources, managing people, marketing, and customer care. Small business owners and managers should be better prepared to effectively deal with common problems and capitalize on market opportunities based on what they've learned.

Law for Small Businesses

Credits: IACET CEUs: .5 (Contact Hours: 5 hours); HRCI Credits: 5 (Type: Specified - Strategic Business); SHRM PDCs: 5

Time Limit: 90 Days to Complete Cost: \$119

Small business owners and entrepreneurs must have a working knowledge of many different fields, including the law. This course covers the basics of business law as it pertains to small businesses, franchises, and entrepreneurial endeavors. The topics include legal structures for new ventures, contracts, intellectual property rights, real property, employee rights, tax responsibilities, and product warranties and liabilities. While small business owners should be familiar with these issues, there is no substitute for having qualified legal counsel. Therefore, the course also explores the relationship between a small business and its legal representatives, how to find a small business lawyer, and at what stage legal counsel should be sought.

Leading and Managing Small Businesses

Credits: IACET CEUs: .5 (Contact Hours: 5 hours); HRCI Credits: 5 (Type: Specified - Strategic Business); SHRM PDCs: 5

Time Limit: 90 Days to Complete Cost: \$99

Small business owners and entrepreneurs must have a working knowledge of many different fields, including the law. This course covers the basics of business law as it pertains to small businesses, franchises, and entrepreneurial endeavors. The topics include legal structures for new ventures, contracts, intellectual property rights, real property, employee rights, tax responsibilities, and product warranties and liabilities. While small business owners should be familiar with these issues, there is no substitute for having qualified legal counsel. Therefore, the course also explores the relationship between a small business and its legal representatives, how to find a small business lawyer, and at what stage legal counsel should be sought.

Project Management for Small Businesses

Credits: IACET CEUs: .5 (Contact Hours: 5 hours); HRCI Credits: 5 (Type: Specified - Strategic Business); SHRM PDCs: 5

Time Limit: 90 Days to Complete Cost: \$99

Small business owners and entrepreneurs must have a working knowledge of many different fields, including the law. This course covers the basics of business law as it pertains to small businesses, franchises, and entrepreneurial endeavors. The topics include legal structures for new ventures, contracts, intellectual property rights, real property, employee rights, tax responsibilities, and product warranties and liabilities. While small business owners should be familiar with these issues, there is no substitute for having qualified legal counsel. Therefore, the course also explores the relationship between a small business and its legal representatives, how to find a small business lawyer, and at what stage legal counsel should be sought.

Small Business Marketing

Credits: IACET CEUs: .5 (Contact Hours: 5 hours); HRCI Credits: 5 (Type: Specified - Strategic Business); SHRM PDCs: 5

Time Limit: 90 Days to Complete Cost: \$99

Small business owners and entrepreneurs must have a working knowledge of many different fields, including the law. This course covers the basics of business law as it pertains to small businesses, franchises, and entrepreneurial endeavors. The topics include legal structures for new ventures, contracts, intellectual property rights, real property, employee rights, tax responsibilities, and product warranties and liabilities. While small business owners should be familiar with these issues, there is no substitute for having qualified legal counsel. Therefore, the course also explores the relationship between a small business and its legal representatives, how to find a small business lawyer, and at what stage legal counsel should be sought.

SUSTAINABLE MANAGEMENT

Sustainable Management

An Overview of Sustainable Management

Credits: IACET CEUs: .3 (Contact Hours: 3 hours); HRCI Credits: 3 (Type: General); SHRM PDCs: 3

Time Limit: 90 Days to Complete Cost: \$99

Sustainable management is managing a firm so that it generates profits for its owners, protects the environment, and improves the lives of the people with whom it interacts. The business case for sustainable management is that it can help a company's long-run profitability and success. This course provides an overview of sustainable management, and discusses the role of government and regulation in sustainable management practices.

Corporate Social Responsibility

Credits: IACET CEUs: .3 (Contact Hours: 3 hours); HRCI Credits: 3 (Type: Specified - Strategic Business); SHRM PDCs: 3

Time Limit: 90 Days to Complete Cost: \$99

Corporate social responsibility (CSR) is the concept of organizations taking responsibility for their impact on society and the environment. Businesses which embrace CSR promote the public interest through what they do (for example, encouraging community growth and development) and what they refrain from doing (for example, eliminating or avoiding practices that harm stakeholders, regardless of whether such practices are legal). CSR is the inclusion of the public interest into corporate decision-making.

Measuring Sustainable Management Performance

Credits: IACET CEUs: .3 (Contact Hours: 3 hours); HRCI Credits: 3 (Type: Specified - Strategic Business); SHRM PDCs: 3

Time Limit: 90 Days to Complete Cost: \$99

One well-known business saying is that you can't manage what you can't measure. With the growing importance of sustainable management, business leaders must find the appropriate tools and techniques for measuring their organization's sustainability performance. This course reviews the measurement of sustainable management practices and performance.

Sustainable Management: Leadership Ethics

Credits: IACET CEUs: .3 (Contact Hours: 3 hours); HRCI Credits: 3 (Type: Specified - Strategic Business); SHRM PDCs: 3

Time Limit: 90 Days to Complete Cost: \$99

Leaders are increasingly being held responsible and accountable for the manner in which they lead—and if they are adhering to ethical behavior when they make decisions. Organizations have learned that the costs of unethical actions can be high, both legally, and from the perspective of brand image and reputation. At the same time, research is showing that good business ethics translates to good business results. Leading in an ethical manner can provide a clear advantage in building a thriving enterprise.

Taking the Helm at Coastal Industries Simulation

Credits: IACET CEUs: 1 (Contact Hours: 10 hours); HRCI Credits: 10 (Type: Specified - Strategic Business); SHRM PDCs: 10

Time Limit: 180 Days to Complete Cost: \$449

Throughout this simulation, you will play the role of the new chief executive officer of Coastal Industries, a fictional manufacturer of industrial transformers. During the simulation, you will be asked to make a series of decisions as Coastal Industries adopts sustainable management practices. These decisions will involve the company's operations, its standing in the community, and its relations with local government and state and federal regulators. Each of your decisions will affect Coastal Industries in different ways.

Triple Bottom Line Accounting

Credits: IACET CEUs: .3 (Contact Hours: 3 hours); HRCI Credits: 3 (Type: Specified - Strategic Business); SHRM PDCs: 3

Time Limit: 90 Days to Complete Cost: \$99

In order to pursue the goal of sustainability, corporate and government leaders must manage companies and economies in terms of balancing and optimizing the triple bottom line of social, environmental, and economic impacts. The Triple Bottom Line concept, also known as the "3Ps" ("People, Planet, and Profit"), is both a metaphor for thinking about sustainability as well as the basis for a practical framework for accounting and reporting on organizations' activities and impacts. The TBL concept borrows the well-known and widely accepted idea of financial accounting and its "bottom line" and expands it.

WEB DESIGN

Web Design

Certificate in Web Design

Credits: IACET CEUs: 1.5 (Contact Hours: 18 hours); SHRM PDCs: 12

Time Limit: 365 Days to Complete Cost: \$459

A well-designed website is essential for any organization today, with so many people consuming much of their information online. This suite of courses will teach you the skills you'll need to build a website of your own. Building a website involves a lot more than just writing code. Before you start on that, you need to understand what you want your website to do, how it will look, who you want it to reach, and what message it should send. The first five courses in the suite will introduce you to the basics of designing a functional and attractive site, the HTML and CSS languages you'll need to execute your design, and best practices for designing and building a website that responds intelligently to the needs of users. The capstone course will guide you through a scenario-based web design project from conception to completion. Each course features video commentary by web design professionals and interactive learning exercises that will allow you to test your knowledge of web design concepts and practice coding.

CSS for Web Design

Credits: IACET CEUs: .3 (Contact Hours: 3 hours); SHRM PDCs: 3

Time Limit: 90 Days to Complete Cost: \$99

This course will introduce basic features of Cascading Style Sheets, or CSS. CSS is a versatile programming language that is used to style web pages by specifying how HTML and XML documents should appear. CSS makes it possible to control the presentation of elements on a page, including their color, dimensions, position, and behavior. A series of lab exercises provide students with opportunities to practice the tools and concepts they learn throughout the course.

HTML for Web Design

Credits: IACET CEUs: 0.3 (Contact Hours: 3 hours); SHRM PDCs: 3

Time Limit: 90 Days to Complete Cost: \$99

This is an introductory-level course designed to provide a fundamental understanding HyperText Markup Language, commonly abbreviated as HTML. HTML is the standard markup language used to create webpages. Along with CSS, and JavaScript, HTML is a cornerstone technology used to create webpages as well as to create user interfaces for mobile and web applications. The course will cover HTML tags for images, links, lists, and tables, as well as how to organize page structures. Learners will gain experience using various HTML elements by developing a variety of different HTML documents through several lab assignments.

Introduction to Web Design

Credits: IACET CEUs: .3 (Contact Hours: 3 hours); SHRM PDCs: 3

Time Limit: 90 Days to Complete Cost: \$99

Introduction to Web Design is an introductory-level course providing the groundwork for building effective websites optimized in design, structure, usability, and accessibility. You will learn the fundamental principles of visual design and user experience to build webpages that are aesthetically pleasing and intuitive to navigate. The course will guide you through the website design process, from identifying your content strategy and information architecture, to choosing a layout and other design elements such as visual hierarchy, whitespace/negative space, color, and typography. During the course, you will also learn how to launch a website by selecting a domain host and website address. The course also introduces the three main website languages: HTML, CSS, and JavaScript.

JavaScript for Web Design

Credits: IACET CEUs: .3 (Contact Hours: 3 hours); SHRM PDCs: 3

Time Limit: 90 Days to Complete Cost: \$99

This course introduces learners to the fundamentals of scripting and basic programming concepts while exploring the ways JavaScript can add functionality to web pages. Through several lab exercises, learners will progress from developing simple JavaScripts to more complex functions. From this base knowledge, they will then be introduced to popular JavaScript libraries and other similar tools and frameworks in use today.

Responsive Web Design

Credits: IACET CEUs: .3 (Contact Hours: 3 hours)

Time Limit: 90 Days to Complete Cost: \$99

This course will introduce you to responsive web design (RWD) by reviewing basic principles and foundational techniques for designing websites that are viewable on all devices. While this is an introductory course, the material does require that the learner has at least a basic understanding of HTML and CSS. After completing the course, students will be able to create custom CSS layouts and use media queries to optimize websites for different screen sizes.

WOMEN IN BUSINESS

Women in Business

Body Language for Women in Business

Credits: PMI PDUs: 3; Leadership PDUs: 1.25; Strategic & Business Management PDUs: 0.75; Technical PM PDUs: 1; IACET CEUs: .3 (Contact Hours: 3 hours); HRCI Credits: 3 (Type: General); SHRM PDCs: 3

Time Limit: 90 Days to Complete Cost: \$99

By understanding the impact of body language, leaders can learn how to communicate in a way that builds and sustains positive relationships with employees, clients, and business partners. This course will help women business leaders learn how to read body language cues and use them to exude both strength and warmth. It considers the role and impact of gender stereotypes in nonverbal communication and explains how facial expressions, hand gestures, body movements, and eye contact can be used in various business situations like negotiations. The course also addresses cross-cultural body language and explores the role of body language in virtual communication.

Communication for Women in Business

Credits: PMI PDUs: 5; Leadership PDUs: 2.25; Strategic & Business Management PDUs: 0.25; Technical PM PDUs: 2.5; IACET CEUs: .5 (Contact Hours: 5 hours); HRCI Credits: 5 (Type: General); SHRM PDCs: 5

Time Limit: 90 Days to Complete Cost: \$99

The course will provide a general overview for effective communication at work. Learners will review tips and strategies for communicating with small and large groups, being heard in meetings, projecting confidence, and more—especially as these concepts apply to women. This course also considers communication in the context of public speaking, and discusses the importance of understanding the audience, preparing for a presentation, using visual aids appropriately, and more. Learners will be able to identify criticisms of, and biases toward, women speakers, and the course introduces strategies for how to counteract them.

Current Issues Facing Women in Business

Credits: PMI PDUs: 3; Leadership PDUs: 1.25; Strategic & Business Management PDUs: 1.75; IACET CEUs: .3 (Contact Hours: 3 hours); HRCI Credits: 3 (Type: General); SHRM PDCs: 3

Time Limit: 90 Days to Complete Cost: \$99

This general awareness course will assess the representation of women in various domains, including sports, politics, education, STEM fields, pink-collar jobs, and managerial positions. We will also review challenges that many working women face, as well as strategies for addressing those challenges both as an individual and from an organizational perspective. The course concludes with a brief review of milestones in the history of women in the workplace and an assessment of some ways that better representation of women can benefit businesses.

Leadership and Management for Women in Business

Credits: PMI PDUs: 3; Leadership PDUs: 1.5; Strategic & Business Management PDUs: 0.75; Technical PM PDUs: 0.75; IACET CEUs: .3 (Contact Hours: 3 hours); HRCI Credits: 3 (Type: General); SHRM PDCs: 3

Time Limit: 90 Days to Complete Cost: \$99

Leaders are people who can change the thoughts, attitudes, and behaviors of the people around them. Successful organizations must have leaders who take them in the right direction. While not all leaders are managers or even occupy positions of authority, managers are often leaders for the employees who report to them. While companies with more women in leadership positions tend to see benefits to their bottom line, gender stereotypes and biases can make it difficult for women to become recognized as leaders and to advance into managerial or executive positions at work. This course reviews various qualities of leaders and styles of leadership and management. It also reviews common managerial challenges and introduces techniques, strategies, and best practices to overcome those obstacles.

Negotiation for Women in Business

Credits: PMI PDUs: 3; Leadership PDUs: 1.25; Technical PM PDUs: 1.75; IACET CEUs: .3 (Contact Hours: 3 hours); HRCI Credits: 3 (Type: General); SHRM PDCs: 3

Time Limit: 90 Days to Complete Cost: \$99

This course defines negotiation and reviews the importance of advocating for yourself and your interests. Because negotiation tends to be characterized in a stereotypically masculine way, this course considers some of the challenges that women tend to face when negotiating. The course reviews key negotiation concepts such as BATNA and ZOPA as well as common negotiation mistakes and the five stages of the negotiation process. The course-takers will also engage in negotiation scenarios for opportunities to prepare for common situations they may encounter.

Networking and Mentorship for Women in Business

Credits: PMI PDUs: 3; Leadership PDUs: 1; Strategic & Business Management PDUs: 0.5; Technical PM PDUs: 1.5; IACET CEUs: .3 (Contact Hours: 3 hours); HRCI Credits: 3 (Type: Specified - Strategic Business); SHRM PDCs: 3

Time Limit: 90 Days to Complete Cost: \$99

Making meaningful connections can be critical to professional success. Although many find networking to be difficult, it is a learned skill that can improve with technique and practice. This course introduces techniques and strategies for networking, finding mentors, and attracting sponsors, as well as common anxieties and obstacles that people face when trying to expand their professional connections. It highlights the ways that networking can be both particularly difficult and especially important for women in business.

Work-Life Balance for Women in Business

Credits: PMI PDUs: 3; Leadership PDUs: 0.75; Strategic & Business Management PDUs: 1.5; Technical PM PDUs: 0.75; IACET CEUs: .3 (Contact Hours: 3 hours); HRCI Credits: 3 (Type: General); SHRM PDCs: 3

Time Limit: 90 Days to Complete Cost: \$99

Everyone finds that their life is unbalanced from time to time. If left unaddressed, that lack of balance can cause stress, decreased productivity, and even health problems. Stereotypes and expectations about what matters to women can exacerbate work-life balance challenges. This course explores the importance of prioritizing things that matter to you, both at work and at home, and introduces techniques that can help individuals and organizations make work-life balance possible.