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ACADEMY FOR FINANCIAL SERVICES AND LENDING

A. Aspire Learning Journeys

- Accountant Journey
- Administrative Assistant Journey
- Finance For Non-Financial Professionals Journey

B. Business Planning

- Developing an Effective Business Case
- Preparing and Implementing a Business Plan

C. Communication Essentials

- Audience and Purpose in Business Writing
- Clarity and Conciseness in Business Writing
- Communicating with Confidence
- Creating Well-constructed Sentences
- Editing and Proofreading Business Documents
- Effective Stakeholder Communications for Technology Professionals
- Proven Techniques for Technical Communication
- Troublesome Words and Phrases: Usage Mistakes in Writing

D. Data Analytics, Visualization & Reporting

- Big Data
 - Being a Responsible Corporate Digital Citizen
 - Big Data Fundamentals
 - Big Data Interpretation
 - Finding the Quality in Your Data
 - Harnessing the Power of Data Science for Business Growth
 - Organizing Business Data with Data Modeling
- Data and Analytics Literacy
 - Analytics Literacy for Business Professionals
 - Basic Analytical Methods
 - Data Analytics for Managers
 - Data and Analytics Technologies at Work
 - Data Literacy for Business Professionals
 - Expert Insights on Data Analytics
 - Understanding and Raising Analytics Maturity
- Data-Driven Decision Making
 - Embedding Data-driven Decisions into Organizational Culture
 - Framing Opportunities for Effective Data-driven Decision Making
 - Guiding the Analysis for Effective Data-driven Decision Making
 - Motivating Action with a Compelling and Data-driven Story
 - Positioning Powerful Messages to Enable Action
 - Preparing Impactful Presentations that Drive Decision Makers to Action
 - Working with Data for Effective Decision Making

ACADEMY FOR FINANCIAL SERVICES AND LENDING

E. Finance

- Accounting Basics
 - Accounting for Stock Transactions
 - Basic Accounting Concepts for Non-financial Professionals
 - Key Accounting Concepts and Principles
 - Recording, Posting, and Balancing the Books
- Cost Consciousness in the Workplace
 - Focusing on the Bottom line as an Employee
 - Managing with a Cost-control Mindset
- Finance Essentials
 - Basic Budgeting for Non-financial Professionals
 - Comprehending Financials: A Guide to Financial Statements
 - Financial Statement Analysis for Non-financial Professionals
 - Preparing Financial Statements and Closing Accounts
- QuickBooks
 - Getting Better Acquainted with QuickBooks
 - Installing & Setting Up the Application
 - Managing Accounts, Vendors, & Inventory
 - Working with Files, Documents, and Reports

ACADEMY FOR RETAIL

A. Aspire Learning Journeys

- Marketing Manager Journey
- Merchandiser Journey
- Product Management Journey
- Retail Sales Associate Journey
- Sales Manager Journey

B. Customer Service

- Customer Relationships
 - Communicating Effectively with Customers
 - Customer Service: Adapting to Your Customers' Cues
 - Customer Service: Interpreting Customers' Service Priorities
 - Expert Insights on Customer Relationships
 - Facing Confrontation in Customer Service
 - Interacting with Customers
 - Rapport Building in Customer Service
- Customer Service Operations
 - Designing a Customer Service Strategy
 - Expert Insights on Call Center Operations Management
 - Providing Effective Internal Customer Service
 - Providing On-site Customer Service
 - Providing Telephone Customer Service
- Customer Success Management
 - Controlling Conflict, Stress, and Time in Customer Service
 - Dealing with Customer Service Incidents and Complaints
 - Embracing a Customer-obsessed Mentality
 - Expert Insights on Essential Customer Service Skills
 - Polishing Your Skills for Excellent Customer Service
- Serving Digital Customers
 - Creating Effective Social Customer Service
 - Serving Digital Customers with Omnichannel
 - Shaping the Customer Experience Across Digital and Physical Channels
 - Understanding the Digital Customer

C. Finance & Accounting

- Accounting for Stock Transactions
- Basic Accounting Concepts for Non-financial Professionals
- Basic Budgeting for Non-financial Professionals
- Comprehending Financials: A Guide to Financial Statements
- Financial Statement Analysis for Non-financial Professionals
- Focusing on the Bottom Line as an Employee
- Key Accounting Concepts and Principles

ACADEMY FOR RETAIL

C. Finance & Accounting

- Managing with a Cost-control Mindset
- Preparing Financial Statements and Closing Accounts
- Recording, Posting, and Balancing the Books

D. Human Resources

- Learning & Development
 - Expert Insights on Establishing a Learning Culture
 - Positive Atmosphere: How Organizational Learning Drives Positive Change
- Organizational Culture
 - Expert Insights on Diversity & Inclusion
 - Expert Insights on Organizational Culture
- Recruiting, Screening, and Onboarding Effectively
 - Applicant Screening: The First Step in Hiring the Best
 - Conducting an Effective Hiring Interview
 - Ensuring Onboarding Success
 - Expert Insights on Recruiting and Hiring
 - Hitting the Recruitment Bull's eye
- Transformational HR & Talent Management
 - Building Career Development Programs and Succession Planning
 - Expert Insights on Succession Planning
 - Expert Insights on Talent Management
 - Implementing Transformational HR
 - Individual Behavior in Organizations
 - Planning for Skills Needs and Managing Performance

E. Marketing

- Digital Marketing Essentials
 - Assessing Digital Challenges and Risks
 - Building a Digital Market via Websites and Email
 - Creating Effective Social Customer Service
 - Embracing the Digital Opportunity
 - Expanding Your Digital Mindset
 - Social Media and Social Selling
- Essential Marketing Strategies
 - Competitive Marketing Strategies: Analyzing Your Organization
 - Product, Pricing, and Promotion in the Marketing Mix
 - The Basics of Marketing
 - The People and Planning in Marketing
 - Traditional and Online Distribution and Ethics in the Marketing Mix

ACADEMY FOR RETAIL

E. Marketing

- Essentials of Public Relations
 - Strategies for the Modern Public Relations Professional
 - Writing Skills for Public Relations
- Marketing in the Digital Age
 - Helping Customers Find You
 - Managing Your Corporate Reputation Online
 - Reaching Customers Digitally
- Product Management
 - Product Management: An Overview
 - Product Management: Building a Product Roadmap and Agile Product Management
 - Product Management: Building a Product Strategy
 - Product Management: Communication for Product Managers
 - Product Management: Competitive and Market Analytics for Product Managers
 - Product Management: Create a Go-to-Market Plan
 - Product Management: Designing and Running Experiments
 - Product Management: Market Research Basics
 - Product Management: Metrics for Product Managers
 - Product Management: Understanding and Developing Customers

F. Operations

- Operations Management
 - Inventory Management: Aligning Inventory with Production and Demand
 - Operations Management Functions and Strategies
 - Optimizing Operations Using Demand Forecasting and Capacity Management
 - Strategic Product and Service Management
 - Supply Chain Management Basics: Cutting Costs and Optimizing Delivery
 - Vendor Management for Technology Professionals

G. Selling Essentials

- Expert Insights on Selling Essentials
- Negotiating Well and Going for the Close
- Prospecting: Panning for Sales Gold
- The Discovery Meeting: Starting Off on the Right Foot
- The Value Proposition: Getting Your Pitch Right
- Turning Objection into Opportunity during a Sales Call

ACADEMY FOR TECH AND DIGITAL

A. Aspire Learning Journeys

- 5G Technologies and Practices
- Agile for Software Development
- AI Apprentice to AI Architect
- Application Developer to Blockchain Solutions Architect
- Apprentice Developer to Journeyman Developer
- Automated Testing with Selenium
- Building Advanced Docker Skills
- Building Advanced Kubernetes Skills
- Business Analyst to Data Analyst
- Data Analysis with R
- Data Analyst to Data Scientist
- Data for Leaders and Decision-makers
- Data Visualization Mastery
- DevOps Engineer to Cloud Architect
- Enriched Web Development with Angular 11
- Enterprise Developer to DevOps Engineer
- Enterprise Developer to Full Stack Developer
- Essential Math for Data Science
- Go Programming Essentials
- Graph Analytics

B. Data Analytics & Visualization

- Access 2019 (Windows)
 - Creating Forms & Queries
 - Finding & Organizing Data
 - Inserting, Importing & Formatting Data
 - Saving, Printing & Exporting Databases
 - Tables, Fields & Entries
 - Using the Report & Analysis Tools
 - Working with Databases
- Certified Business Analysis Professional (CBAP)
 - Business Analysis Activities and Tools
 - Business Analysis Analytical Techniques
 - Business Analysis Documentation & Criteria
 - Business Analysis Overview
 - Business Analysis Professional Effectiveness Competencies
 - Professional Skills for Effective Business Analysis
 - Perspectives for Effective Business Analysis
 - RADD Knowledge Area: Part 1
 - RADD Knowledge Area: Part 2

ACADEMY FOR TECH AND DIGITAL

B. Data Analytics & Visualization

- Certified Business Analysis Professional (CBAP)
 - The BA Elicitation and Collaboration Knowledge Area
 - The BA Planning and Monitoring Knowledge Area
 - The Requirements Life Cycle Management Knowledge Area
 - The Solution Evaluation Knowledge Area
 - The Strategy Analysis Knowledge Area
- Microsoft Power BI
 - Business Reporting: Creating & Formatting Matrix Visualizations in Power BI
 - Business Reporting: Getting Started with Power BI Desktop for Data Analysis
 - Business Reporting: Leveraging Treemaps, Matrices, & Slicers in Power BI
 - Business Reporting: Visualizing & Merging Data in Power BI
 - Exploring Data Visualization
 - Storytelling with Data: Tableau & Power BI
- Tableau Desktop
 - Analyzing Data in Tableau Desktop
 - Blending & Managing Data Files in Tableau Desktop
 - Creating Data Visualizations in Tableau Desktop
 - Enhancing Data Visualizations in Tableau Desktop
 - Exploring Data Visualization
 - Going Deeper with Maps in Tableau Desktop
 - Opening & Connecting Data Sources in Tableau Desktop
 - Performing Calculations in Tableau Desktop
 - Preparing & Cleaning Data in Tableau Desktop
 - Presenting & Delivering Vizzes in Tableau Desktop
 - Storytelling with Data: Tableau & Power BI
 - Tableau Desktop: Real Time Dashboards
 - Working with Data & Fields in Tableau Desktop

C. Digital Transformation

- Agile Methodologies
 - Cultivating Enterprise Agile
 - Harnessing the Power of DevOps
 - Innovating with Lean Product Management
 - Maximizing Value with A/B Testing
 - The Essential Role of the Agile Product Owner
- Agile Mindset & Culture
 - Building Agile Capabilities in Your Organization
 - Developing and Supporting an Agile Mindset
 - Learning from Failure

ACADEMY FOR TECH AND DIGITAL

C. Digital Transformation

- Design Thinking Methodology
 - Design Thinking for Innovation: Brainstorming and Ideation
 - Design Thinking for Innovation: Defining Opportunities
 - Design Thinking for Innovation: Prototyping and Testing
 - Design Thinking for Innovation: Stakeholder Engagement
 - Expert Insights on Design Thinking
 - Getting Started with Design Thinking
- Digital Transformation Strategy
 - Achieving Digital Dexterity
 - Best Practices for Digital Transformation
 - Championing Digital Transformation
 - Expert Insights on Digital Transformation
 - Exploring Business Process Automation
 - Harnessing the Benefits of Platform as a Service
 - Implementing a Process Automation Strategy
 - Keeping Your Skill Set Current in the Digital Economy
 - Rethinking Business Models to Enable Digital Transformation

D. Information Technology - Helpdesk

- ITIL (r) 4 Foundation: Introduction
- ITIL (r) 4 Foundation: Key Concepts of Service Management
- ITIL (r) Continual Service Improvement
- ITIL (r) Service Design Concepts
- ITIL (r) Service Operation Processes
- ITIL (r) Serving Strategy Concepts
- ITIL (r) Service Strategy Processes
- ITIL (r) Service Transition Concepts and Processes
- Overview of the ITIL (r) Service Lifecycle
- TestPrep: ITIL Foundation
- TestPrep: ITIL (r) 4 Foundation

E. Information Technology - Project Management

- Agile Project Management/PMI-ACP
 - Agile Key Exam Concepts
 - Agile Principles and Methodologies
 - Agile Project Planning
 - Agile Project Scheduling and Monitoring
 - Agile Stakeholder Engagement and Team Development
 - TestPrep: PMI Agile Certified Practitioner
- Certified Associate in Project Management CAPM
 - Analyzing Risk (PMBOK Guide Sixth Edition)

ACADEMY FOR TECH AND DIGITAL

E. Information Technology - Project Management

- Certified Associate in Project Management CAPM
 - Analyzing Risk (PMBOK Guide Sixth Edition)
 - Capturing, Analyzing, and Using Project Lessons Learned
 - Control the Project Schedule (PMBOK Guide Sixth Edition)
 - Create Work Breakdown Structure (PMBOK Guide Sixth Edition)
 - Creating a Project Budget (PMBOK Guide Sixth Edition)
 - Define and Sequence Activities (PMBOK Guide Sixth Edition)
 - Develop and Manage Resources (PMBOK Guide Sixth Edition)
 - Develop the Project Schedule (PMBOK Guide Sixth Edition)
 - Ethical Standards and PMI Core Values
 - Ethics and Project Management
 - Identifying Risk (PMBOK Guide Sixth Edition)
 - Keeping Your Project on Budget (PMBOK Guide Sixth Edition)
 - Manage and Control Quality (PMBOK Guide Sixth Edition)
 - Managing Project Work (PMBOK Guide Sixth Edition)
 - Managing Stakeholder Engagement (PMBOK Guide Sixth Edition)
 - Monitor Project Communications (PMBOK Guide Sixth Edition)
 - Plan and Acquire Resources (PMBOK Guide Sixth Edition)
 - Plan and Define Project Scope (PMBOK Guide Sixth Edition)
 - Plan and Manage Communications (PMBOK Guide Sixth Edition)
 - Planning Quality Management (PMBOK Guide Sixth Edition)
 - Planning Risk Management (PMBOK Guide Sixth Edition)
 - Planning Stakeholder Engagement (PMBOK Guide Sixth Edition)
 - Procurement Management (PMBOK Guide Sixth Edition)
 - Procurement Planning (PMBOK Guide Sixth Edition)
 - Project Changes and Closing (PMBOK Guide Sixth Edition)
 - Project Fundamentals (PMBOK Guide Sixth Edition)
 - Project Initiation and Planning (PMBOK Guide Sixth Edition)
 - Project Management Introduction (PMBOK Guide Sixth Edition)
 - Quality Methodologies and Standards for Project Management
 - Responding to Risk (PMBOK Guide Sixth Edition)
 - Strategically Focuses Project Management
 - TestPrep: Certified Associate in Project Management (CAPM) 6th Edition
 - The Process Groups (PMBOK Guide Sixth Edition)
 - Validate and Control Scope (PMBOK Guide Sixth Edition)
- Project Management Professional PMP
 - Communication and Engaging Teams and Stakeholders (2021 Update)
 - Communicating Effectively (2021 Update)
 - Defining and Identifying Project Risk (2021 Update)

ACADEMY FOR TECH AND DIGITAL

E. Information Technology - Project Management

- Project Management Professional PMP
 - Communication and Engaging Teams and Stakeholders (2021 Update)
 - Communicating Effectively (2021 Update)
 - Defining and Identifying Project Risk (2021 Update)
 - Delivering Project Quality (2021 Update)
 - Engaging Stakeholders (2021 Update)
 - Establishing Quality Standards (2021 Update)
 - Estimating Agile Project Work (2021 Update)
 - Implementing a Procurement Strategy (2021 Update)
 - Integrating Project Activities and Changes(2021 Update)
 - Maintaining Project Artifacts and Knowledge (2021 Update)
 - Managing Project Risks (2021 Update)
 - Managing the Project Resources (2021 Update)
 - Managing the Project Schedule (2021 Update)
 - Managing the Project Scope (2021 Update)
 - Performing a Critical Path Analysis (2021 Update)
 - Performing Risk Analysis (2021 Update)
 - Planning and Managing the Project Budget (2021 Update)
 - Planning the Project Schedule (2021 Update)
 - Prioritizing and Delivering Value (2021 Update)
 - Selecting a Project Management Approach (2021 Update)
 - Understanding Agile Fundamentals (2021 Update)

F. Information Technology - Software Development

- Balsamiq 3
 - Creating Mockups
 - Text, Images, Markup, Symbols, & Menu Control
 - Versions & Plugins
 - Wireframes & UI Controls
- Google App Maker
 - Building Your App
 - Getting to Know the Application
 - Structuring your data model
 - Using your Application
- JIRA
 - Configuring & Managing Boards in Jira Cloud
 - Creating & Setting Up Projects in Jira Cloud
 - JIRA Administration: Leveraging the Platform for Development Projects
 - JIRA Administration: Platform Fundamentals
 - Planning & Working on a Software Project in Jira Cloud

ACADEMY FOR TECH AND DIGITAL

F. Information Technology - Software Development

- JIRA
 - Reporting in JIRA Software
- Microsoft Certified Solutions Associate (MCSA)
 - MCSA: SQL 2016 Database Development
 - MCSA: SQL Server 2012/2014
 - MCSA: Windows Server 2016
- Microsoft PowerApps
 - Building your App
 - Creating & Saving Apps
 - Getting to Know the Platform
 - Inserting Elements in an App
 - Sharing & Collaborating on an App
- Microsoft Technology Associate (MTA): Developer
 - Database, Rules, & Procedures
 - Flowcharts, Tables, & Conditional Statements
 - JavaScript Rules, Functions, & HTML Elements
 - Programming Strings & Data Structures
 - Programming Structure, Methods, & Variables
 - Recursion, Exceptions, Randomization, & Sorting
 - Structures of Object-oriented Programming
 - Windows and Web Applications
 - Windows Forms Applications
 - Windows Store Applications
- Red Hat Certified System Administrator (RHCSA)
 - Archiving
 - Bash Script Programming
 - Bash Scripting
 - Boot Process
 - Configuring Gnome
 - Directory Services
 - File Management
 - File Permissions
 - File Systems & Partitions
 - Firewalls
 - Installation
 - Job Scheduling
 - Kickstart & First-run Issues
 - Logging
 - Logical Volume Management

ACADEMY FOR TECH AND DIGITAL

F. Information Technology - Software Development

- Red Hat Certified System Administrator (RHCSA)
 - Network File Systems
 - Network Services
 - Networking
 - Package Management
 - Processes, Services, & Daemons
 - Remote Access
 - SELinux
 - Troubleshooting
 - User & Group Management
 - Using grep
 - Using Linux Shells
 - Using the Bash Shell
 - Virtualization

G. Information Technology - System & Network (503 courses)

- AWS Certified Solutions Architect Associate
- AWS Certified SysOps Administrator - Associate
- Certified Cloud Security Professional (CCSP)
- Certified Information Systems Security Professional (CISSP)
- Cisco
- COMPTIA
- IT Security
- Microsoft Certified Solutions Associate (MCSA): SQL 2016 Database Administration
- Microsoft Technology Associate (MTA)
- Systems Security Certified Practitioner (SSCP)
- Understanding Bias in Data Bootcamp

H. IT Professional Certifications (224 courses)

- AWS Certified Cloud Practitioner
- AWS Certified Developer - Associate
- AWS Certified Solutions Architect Professional 2020
- AWS Solution Architect - Associate: Amazon
- Certified Information Systems Security Professional (CISSP):(ISC)2

I. Technology & Developer Bootcamps

- Agile Project Management Bootcamp
 - Introduction to the Agile Principles and Mindset Bootcamp: Session 1 Replay
 - Session 1: Introduction to the Agile Principles and Mindset
 - Session 2: Stakeholder Engagement
 - Session 3: Value-Driven Delivery
 - Session 4: Agile Teams and Tools

ACADEMY FOR TECH AND DIGITAL

I. Technology & Developer Bootcamps

- Agile Project Management Bootcamp
 - Session 5: Adaptive Planning, Problem Detection, and Continuous Improvement
- AWS Cloud Practitioner Bootcamp
 - AWS Cloud Practitioner Bootcamp: Session 1 Replay
 - AWS Cloud Practitioner Bootcamp: Session 2 Replay
- Certified Information Systems Security Professional (CISSP) Bootcamp
 - CCSP Bootcamp
 - Certified Information Systems Security Professional (CISSP) Bootcamp
 - CISSP (2018) Bootcamp: Session 1 Replay
 - CISSP (2018) Bootcamp: Session 2 Replay
 - CISSP (2018) Bootcamp: Session 3 Replay
 - CISSP (2018) Bootcamp: Session 4 Replay
 - CISSP (2018) Bootcamp: Session 5 Replay
 - CISSP January 2022 Bootcamp: Session 1 Replay
 - CISSP January 2022 Bootcamp: Session 2 Replay
 - CISSP January 2022 Bootcamp: Session 3 Replay
 - CISSP January 2022 Bootcamp: Session 4 Replay
 - CISSP January 2022 Bootcamp: Session 5 Replay
- Power BI Bootcamp
 - Power BI Bootcamp
 - Power BI Bootcamp: Session 1 Replay
 - Power BI Bootcamp: Session 2 Replay
 - Power BI Bootcamp: Session 3 Replay
 - Power BI Bootcamp: Session 4 Replay
 - Power BI Desktop
- Project Management Fundamentals Bootcamp
 - Project Management Fundamentals Bootcamp
 - Project Management Fundamentals Bootcamp: Session 1 Replay
 - Project Management Fundamentals Bootcamp: Session 2 Replay
 - Project Management Fundamentals Bootcamp: Session 3 Replay
 - Project Management Fundamentals Bootcamp: Session 4 Replay
- Scaling Agile In Your Organization Bootcamp & Case Studies
 - Agile at Work: Case Studies
- Scrum & Scrum Master Bootcamp
 - Introduction to Scrum for the Team Bootcamp
 - PSM I (Professional Scrum Master Level I) Bootcamp
 - PSM II (Professional Scrum Master Level II) Bootcamp
- Understanding Bias in Data Bootcamp

ACADEMY FOR TECH AND DIGITAL

J. Working in Teams

- Becoming a Successful Collaborator
- Being an Effective Team Member
- Contributing as a Virtual Team Member
- Effective Team Communication
- Exploring Virtual Collaboration

LEADING OTHERS

A. Coaching

- Keeping Your Coachee Committed and Accountable
- Coaching Techniques that Inspire Coachees to Action
- Polishing Your Feedback Skills
- Expert Insights on Coaching

B. Delegating

- Choosing and Preparing Your Delegate
- Effectively Directing and Delegating as a Manager
- Getting What You Expect from Your Delegate
- Expert Insights on Delegation
- Taking Your Team to the Next Level with Delegation

C. Developing as a Leader

- Expert Insights on Developing as a Leader
- Expert Insights on Intentions
- Gauging Your Leadership Performance
- Influencing through Positive Leadership
- Leading with Executive Presence

D. First Time Manager Essentials

- The Reality of Being a First-time Manager
- Facing Challenges as a First-time Manager
- Expert Insights on Being a First Time Manager

E. Goal Setting

- Aligning Unit Goals and Imperatives
- Establishing Team Goals and Responsibilities, and Using Feedback Effectively
- Expert Insights on Goal Setting

F. Innovation & Creativity

- Developing a Team of Creative Gurus
- Unleashing Personal and Team Creativity
- Verifying and Building on Creative Ideas
- Building Innovation Cultures and Leaders

G. Leadership Foundations

- Building a Leadership Development Plan
- Expert Insights on Leadership Foundations
- Leading through Inspiration
- The Agile Leader
- Leading in the Digital Era
- Influencing and Persuading Others
- Being an Effective Manager When Times are Tough

H. Leading Effective Meetings

- Expert Insights on Leading Effective Meetings

LEADING OTHERS

H. Leading Effective Meetings

- Planning Meetings Fit for Purpose
- Running Meetings in Better Directions

I. Leading with Emotional Intelligence

- Developing Emotional Intelligence
- Expert Insights on Leading with Emotional Intelligence
- Navigating Other People's Emotions
- Navigating the Workplace with Emotional Intelligence
- Becoming an Emotionally Intelligent Leader

J. Managing & Developing People

- Managing the Unique Needs of Experts
- Managing Employee Development
- Keeping Top Performers Challenged
- Being a Fair and Caring Manager
- Expert Insights on Managing & Developing People
- Taking Action to Empower Employees
- Expert Insights on Empowering Employees
- Expert Insights on Giving and Receiving Feedback

K. Managing Change

- Leading in the Post-pandemic Workplace
- Expert Insights on Leading Change
- Leading through the Challenge of Change
- Leading Your Team through Change

L. Managing Diversity

- Expert Insights on Managing a Culturally Diverse Team
- Facing the Management Challenges of Difficult Behavior and Diverse Teams
- Leading a Cross-functional Team
- Managing for Cross-functionality
- Expert Insights on Managing Across Generations
- Maintaining a Cohesive Multigenerational Workforce
- Managing Multigenerational Employees

M. Managing Team Conflict

- Handling Team Conflict
- How to Manage Difficult Conversations
- Resolving Workplace Conflict

N. Managing Teams

- Building the Foundation for an Effective Team
- Developing a Successful Team
- Strategies for Building a Cohesive Team

LEADING OTHERS

N. Managing Teams

- Building the Foundation for an Effective Team
- Developing a Successful Team
- Strategies for Building a Cohesive Team
- Leading Your Team through Change
- Encouraging Team Communication and Collaboration
- Strategies for Managing Technical Teams
- Expert Insights on Leading Teams

O. Managing Virtual Teams

- Establishing Effective Virtual Teams
- Facing Virtual Team Challenges
- Expert Insights on Managing Virtual Teams
- Encouraging Team Communication and Collaboration

P. Measuring & Managing Performance

- Measuring Outcomes and Using KPIs
- Detecting and Dealing with Performance Problems
- Creating a Plan for Performance Management
- Gauging Your Organization's High-performing Potential
- Expert Insights on Driving Performance
- Expert Insights on Measuring & Managing Performance
- Planning an Effective Performance Appraisal

Q. Problem Solving & Decision Making

- Leadership Insights on Problem Solving & Decision Making
- Defining Alternative Solutions to a Problem
- Leading through Problem Solving and Decision Making
- Solve Problems Using Systems Thinking in the Workplace
- Choosing and Using the Best Solution
- Working with Data for Effective Decision Making

R. Team Motivation

- Expert Insights on Motivating People
- Taking the Lead with Workplace Motivation and Engagement
- Leading by Motivating
- Managing Motivation during Organizational Change
- Leading through Motivation

LEADING THE BUSINESS

Business Fundamentals

A. Business Continuity

- Crisis Management
 - Business Continuity Management Programs
 - Emergency and Crisis Management
 - Managing in a Crisis
 - Expert Insights on Managing a Crisis
- Post-pandemic Workplace
 - Business Strategy for the Post-pandemic Economy
 - Leading in the Post-pandemic Workplace

B. Business Planning

- Developing an Effective Business Case
- Preparing and Implementing a Business Plan

C. Digital Transformation

- Agile Mindset & Culture
 - Developing and Supporting an Agile Mindset
 - Embracing an Agile Culture for Business Growth
- Big Data & Analytics at Work
 - Harnessing the Power of Data Science for Business Growth
 - Making Data-driven Decisions
 - Analytics Literacy for Business Professionals
 - Data and Analytics for Senior Managers
 - Data Literacy for Business Professionals
- Digital Transformation Strategy
 - Best Practices for Digital Transformation
 - Championing Digital Transformation
 - Rethinking Business Models to Enable Digital Transformation

D. Managing Risk

- Assessing Your Organization's Risks
- Expert Insights on Managing Risk
- Identifying Risks in Your Organization
- Managing a Project to Minimize Risk and Maximize Quality
- Responding Effectively to Risks

E. Strategic Thinking & Execution

- Thinking Strategically as a Manager
- Using Strategic Thinking to Consider the Big Picture
- Expert Insights on Strategic Planning & Execution
- Knowing When to Take Strategic Risks
- Expert Insights on Strategic Thinking
- Key Elements of Business Execution

LEADING THE BUSINESS

Business Fundamentals

F. Sustainability

- The Effects of Environmental Change on Business
- Weighing Risks and Opportunities of Implementing Sustainability Initiatives
- Building a Strategic Commitment to Sustainability

Business Leadership

A. Establishing a Positive Work Culture

- Positive Atmosphere: How Organizational Learning Drives Positive Change
- Positive Atmosphere: Establishing a Positive Work Environment
- Positive Atmosphere: Establishing an Engaged Workforce
- Expert Insights on Establishing a Positive Work Culture

B. Innovation

- Expert Insights on Innovation
- Developing Modern Leaders

C. Leading with Vision

- Sharing a Vision
- Leading through Shared Vision
- Expert Insights on Leading with Vision

D. Leading Change

- Moving Forward with Change Planning
- Making Change Stick
- Facilitating Sustainable Change
- Expert Insights on Managing Change
- Leadership Insights on Leading through Change

Operational Excellence

A. Business Process Improvement

- Enabling Business Process Improvement
- Managing for Operational Excellence
- Embracing Agile at Scale

B. Operations Management

- Operations Management Functions and Strategies
- Strategic Product and Service Management
- Supply Chain Management Basics: Cutting Costs and Optimizing Delivery
- Inventory Management: Aligning Inventory with Production and Demand
- Optimizing Operations Using Demand Forecasting and Capacity Management

C. Understanding Lean Production

- Using Lean to Perfect Organizational Processes
- Using Lean to Improve Flow and Pull
- Using Lean to Reduce Waste and Streamline Value Flow
- Applying Value Stream Mapping in Lean Business

LEADING THE BUSINESS

Operational Excellence

D. Vendor Management

- Vendor Management for Technology Professionals

Women in Leadership

- Expert Insights on Women in Leadership
- Women in Leadership: Building Your Infrastructure for Leadership
- Women in Leadership: Mastering Key Leadership Competencies
- Women in Leadership: Moving Beyond Gender Roles as a Leader

SELF LEADERSHIP

A. Adapting to Change

- Organizations Change So Get Ready
- Redefining Yourself After Organizational Change
- Expert Insights on Adapting to Change
- Reaching Goals Using Perseverance and Resilience
- Navigating the Post-Pandemic Workplace

B. Dealing with Conflict

- Confronting Workplace Conflict
- Resolving Workplace Conflict
- A Difficult Boss Doesn't Have to Be a Difficult Problem
- Difficult People: Why They Act That Way and How to Deal with Them
- Difficult People: Can't Change Them, so Change Yourself
- Difficult People: Strategies to Keep Everyone Working Together
- Expert Insights on Dealing with Conflict
- Expert Insights on Difficult Conversations
- Acting with Diplomacy and Tact
- Navigating Challenging Situations with Diplomacy and Tact

C. Developing Critical Thinking Skills

- Confronting Your Assumptions
- Investigating Arguments
- Reaching Sound Conclusions
- Outwitting Your Cognitive Bias
- Expert Insights on Critical Thinking

D. Developing Emotional Intelligence

- Developing Emotional Intelligence
- Expert Insights on Emotional Intelligence
- Navigating Other People's Emotions
- Navigating the Workplace with Emotional Intelligence
- Navigating Your Own Emotions

E. Developing Influence & Persuasion

- Personal Power and Credibility
- Building Personal Power through Influence
- Expert Insights on Influence & Persuasion
- Gaining Insight through Organizational Awareness
- Influence Others with Political Savvy

F. Discovering Strengths

- Uncovering and Utilizing Your Talents and Skills
- Self-improvement for Lifelong Success
- Establishing Self-confidence for Life
- Expert Insights on Managing Fear

SELF LEADERSHIP

F. Discovering Strengths

- Developing a Growth Mindset
- Expert Insights on Mindsets
- Improving Your Memory Skills
- Improving Your Reading Speed and Comprehension
- Expert Insights on Managing Yourself
- Expert Insights on Discovering Your Strengths

G. Diversity & Inclusion at Work

- Minding Unconscious Bias
 - Understanding Unconscious Bias
 - Overcoming Your Own Unconscious Biases
 - Overcoming Unconscious Bias in the Workplace
 - Expert Insights on Unconscious Bias
- Fostering Diversity, Equity & Inclusion
 - Adopting an Inclusion Mindset at Work
 - Becoming a DEI Ally and Agent for Change
 - Your Role in Workplace Diversity

H. Facing Problems and Making Decisions

- Getting to the Root of a Problem
- Defining Alternative Solutions to a Problem
- Choosing and Using the Best Solution
- Solve Problems Using Systems Thinking in the Workplace
- Making Decisions Using Present Value
- Expert Insights on Decision Making

I. Improving Communication in the Workplace

- Business Communication
 - Abbreviating, Capitalizing, and Using Numbers
 - Audience and Purpose in Business Writing
 - Clarity and Conciseness in Business Writing
 - Editing and Proofreading Business Documents
 - Getting the Details Right: Spelling Basics
 - Improving Your Technical Writing Skills
 - Creating Well-constructed Sentences
 - Troublesome Words and Phrases: Usage Mistakes in Writing
 - Using Punctuation Marks
 - Using the Parts of Speech
 - Conquering the Challenges of Public Speaking
 - Keeping Business Calls Professional
 - Writing and Preparing an Effective Speech

SELF LEADERSHIP

I. Improving Communication in the Workplace

- Effective Communication
 - Become a Great Listener
 - Capturing the Attention of Senior Executives
 - Choosing the Right Interpersonal Communication Method to Make Your Point
 - Communicating with Confidence
 - Do We Have A Failure to Communicate?
 - Effective Stakeholder Communications for Technology Professionals
 - Expert Insights on Communication Essentials
 - Making an Impact with Non-verbal Communication
 - Proven Techniques for Technical Communication
 - The Art and Science of Communication
 - Trust Building through Effective Communication
- Cross-Cultural Communication
 - How Culture Impacts Communication
 - Using Communication Strategies to Bridge Cultural Divides
- Email Productivity
 - Getting Email Right Series
 - Organizing Your E-mail
 - Sending E-mails to the Right People
 - Writing Effective E-mails and Instant Messages
 - Expert Insights on Email Productivity
- Giving & Receiving Feedback
 - Polishing Your Feedback Skills
 - Expert Insights on Giving Feedback
 - Expert Insights on Receiving Feedback
 - Gaining a Positive Perspective on Feedback
- Active Listening
 - Become a Great Listener
 - Listening Even When it's Difficult to Listen
 - Using Active Listening in Workplace Situations
 - Taking Effective and Professional Notes
 - Expert Insights on Listening
- Negotiation Skills
 - Expert Insights on Negotiation
 - Negotiating the Best Solution
 - The First Steps in Negotiating
- Presentation Skills
 - Building Your Presentation
 - Ensuring Successful Presentation Delivery

SELF LEADERSHIP

I. Improving Communication in the Workplace

- Presentation Skills
 - Expert Insights on Presentation Skills
 - Getting Your Pitch Heard
 - Planning an Effective Presentation
 - Presentation Mastery Series
 - Telling a Business Story

J. Improving Creativity

- Brainstorming Series
- Expert Insights on Creative Thinking & Brainstorming
- Steps to Creativity Series
- Unleashing Personal and Team Creativity
- Verifying and Building on Creative Ideas

K. Improving Personal Productivity

- Achieve Productivity in Your Personal Life
- Organize Your Physical and Digital Workspace
- Procrastination: Admitting it is the First Step
- Beating Procrastination by Boosting Your Creativity and Drive
- Avoid Procrastination by Getting Organized Instead
- Maximize Your Productivity by Managing Time and Tasks
- Forming New Habits
- Expert Insights on Personal Productivity
- Stephen Covey's The 7 Habits of Highly Effective People

L. Improving Work/Life Balance

- Taking Stock of Your Work/Life Balance
- Staying Balanced in a Shifting World
- Take a Deep Breath and Manage Your Stress
- Expert Insights on Work/Life Balance
- Expert Insights on Managing Stress

M. Learning How to Learn

- Becoming a Continuous Learner
- How to Learn Effectively
- Learning from Failure
- Making the Most of Making Mistakes
- The Four Tendencies: Understand Yourself For Improvement
- Cultivate a Passion for Learning

N. Managing a Career

- Developing a Plan to Further Your Career
- Developing Your Business Acumen
- Developing Your Business Ethics

SELF LEADERSHIP

N. Managing a Career

- Getting Your Career on the Right Track
- Managing Pressure and Stress to Optimize Your Performance
- Power Up: Turning on Your Self-starter Potential
- Using Performance Appraisals to Advance Your Career
- Taking the Lead with Workplace Motivation and Engagement
- Expert Insights on Career Planning
- Pivot Series

O. Managing Time

- Saving Time by Setting Goals
- Sharpening Your Focus to Stay on Track
- Managing Your Time So It Doesn't Manage You
- Aligning Goals and Priorities to Manage Time
- Make the Time You Need: Get Organized
- The Art of Staying Focused
- Maximize Your Productivity by Managing Time and Tasks
- Expert Insights on Time Management

P. Perseverance & Resilience at Work

- Expert Insights on Resilience & Perseverance
- Forging Ahead with Perseverance and Resilience
- Grit
- Reaching Goals Using Perseverance and Resilience

Q. Polishing Your Professional Edge

- Becoming an Accountable Professional
- Becoming Your Own Best Boss
- Becoming More Professional through Business Etiquette
- Developing a Personal Accountability Framework
- Be Liked and Respected in the Workplace
- Becoming a Successful Collaborator
- Keeping Your Skillset Current in the Digital Economy
- Expert Insights on Accountability
- Expert Insights on Personal Branding

R. Working in Teams

- Being an Effective Team Member
- Effective Team Communication
- Expert Insights on Working Effectively on a Team
- Genius Partnerships
- Strategies for Building a Cohesive Team
- Expert Insights on Collaboration

SELF LEADERSHIP

S. Working Remotely

- Contributing as a Virtual Team Member
- Exploring Virtual Collaboration
- Organize Your Physical and Digital Workspace

T. Workplace Relationships

- Cultivating Relationships with Your Peers
- Building Your Professional Network
- Building Rapport with Your Boss
- The Building Blocks of Building Trust
- Finding and Nurturing a Mentor Relationship
- Expert Insights on Trust
- Expert Insights on Networking & Building Relationships
- Expert Insights on Collaboration