

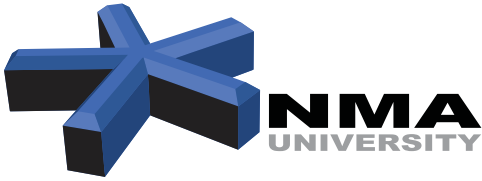
Business Training Library

Fortune 500 training without spending a fortune!

Business Training Library: Business Skills Course Listing

Course Group	Title	Media	Code
Basic Math	Whole Numbers — Place Value, Addition and Subtraction, Rounding	Video	27803
Basic Math	Whole Numbers — Multiplication, Order of Operations	Video	27804
Basic Math	Whole Numbers — Division	Video	27805
Basic Math	Factors and Multiples	Video	27806
Basic Math	Fractions — Equivalent Fractions, Lowest Terms, Comparing Fractions & Mixed Numbers	Video	27807
Basic Math		Video	27808
Basic Math	Fractions — Least Common Denominator, Addition & Subtraction	Video	51007
Basic Math	Decimals — Addition, Subtraction, Multiplication and Rounding	Video	51008
Basic Math	Decimals — Division, Converting to Fractions	Video	51009
Basic Math	Percent and Applications	Video	51010
Basic Math	Percent Applications II	Video	51011
Basic Math	Perimeter and Area	Video	51012
Basic Math	Operations on Signed Numbers	Video	51013
Basic Math	Solving Equations	Video	51014
Basic Math	Exponents	Video	51015
Basic Math	More Exponents and Introduction to Radicals	Video	51016
Basic Math	Estimating	Video	51017
Basic Math	Applications with Fractions	Video	51018
Basic Math	Ratios and Proportions	Video	51019
Basic Math	Applications of Proportions	Video	51020
Basic Math	Comfortable with Percents	Video	51021
Basic Math	U.S. Customary System	Video	51022
Basic Math	Metric System	Video	51023
Basic Math	Thinking Metric	Video	51024
Basic Math	Order of Operations	Video	51025
Basic Math	Introduction to Variables	Video	51026
Basic Math	Applications of Linear Equations	Video	51027
Coaching & Counseling Employees	Let's Talk! Performance Feedback	Video	4160
Coaching & Counseling Employees	Career Counseling: A Clear Vision	Video	10002
Coaching & Counseling Employees	Coaching: The Lost Art of Leadership	Video	10003
Coaching & Counseling Employees	Improving Performance Through Counseling	Video	10004
Coaching & Counseling Employees	Moving from Criticism to Feedback	Video	10005
Coaching & Counseling Employees	Counseling Employees	Video	10027
Coaching & Counseling Employees	Motivating Employees	Video	10029

BUSINESS SKILLS COURSE LIST



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Course Group	Title	Media	Code
Coaching & Counseling Employees	Capsule #8: Coaching & Performance Training Scenes	Video	16014
Coaching & Counseling Employees	Four Cs of Coaching Skills	Video	17034
Coaching & Counseling Employees	Coaching and Counseling for High Performance	Video	22081
Coaching & Counseling Employees	Dimensions of Coaching	Video	25001
Coaching & Counseling Employees	Coaching Through Facilitation	Video	29002
Coaching & Counseling Employees	Improving Performance Through Empowerment	Video	38008
Coaching & Counseling Employees	Coping with Difficult People: Know it all Experts	Video	38009
Coaching & Counseling Employees	Coping with Difficult People: Super Agreeable	Video	38010
Coaching & Counseling Employees	That's Not My Problem	Video	38017
Coaching & Counseling Employees	Bad Apples: How to deal with Difficult Attitudes	Video	39005
Coaching & Counseling Employees	The Courage to Coach	Video	39009
Coaching & Counseling Employees	The Courage to Coach- for Retail	Video	39012
Coaching & Counseling Employees	It Takes Work	Video	39015
Coaching & Counseling Employees	A.C.E. It! How to Solve Tough Workplace Problems. Great Ideas start with vision	Video	39041
Coaching & Counseling Employees	Performance Matters: Need for Constructive Criticism	Video	42024
Coaching & Counseling Employees	Performance Matters: Importance of Praise	Video	42025
Coaching & Counseling Employees	Counseling Interview	Video	42037
Coaching & Counseling Employees	Can You Spare a Moment	Video	42046
Coaching & Counseling Employees	How Am I Doing?	Video	42093
Coaching & Counseling Employees	Performance Excellence: Coaching to Clarify Expectations	Video	45001
Coaching & Counseling Employees	Performance Excellence: Coaching to Build Skills	Video	45002
Coaching & Counseling Employees	Performance Excellence: Coaching to Enhance Confidence	Video	45003
Coaching & Counseling Employees	Performance Excellence: Coaching to Encourage Flexibility	Video	45004

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Course Group	Title	Media	Code
Coaching & Counseling Employees	Performance Excellence: Coaching to Resolve Conflict	Video	45005
Coaching & Counseling Employees	Performance Excellence: Coaching to Develop Motivation	Video	45006
Coaching & Counseling Employees	Coaching Challenges 1: Can We Talk?	Video	45017
Coaching & Counseling Employees	Coaching Challenges 2: So You Agree With Me?	Video	45018
Coaching & Counseling Employees	Coaching Challenges 3: What's Really Going On?	Video	45019
Coaching & Counseling Employees	Coaching Challenges 4: Why Are We Stuck?	Video	45020
Coaching & Counseling Employees	The Practical Coach	Video	56009
Coaching & Counseling Employees	A.C.E. It!: How To Solve Tough Workplace Problems	DVD	39041A
Coaching & Counseling Employees	Coaching and Counseling	CD-ROM	40010D
Coaching & Counseling Employees	Coaching and Counseling	Video	40010V
Coaching & Counseling Employees	Mentoring	CD-ROM	40014D
Coaching & Counseling Employees	Mentoring	Video	40014V
Coaching & Counseling Employees	Effective Performance Appraisals	Video	40020V
Communication	Communication Cornerstones: Building Trust	Video	4126
Communication	Women and Negotiation: Four Strategies for Success	Video	8001
Communication	Put It In Writing	Video	11001
Communication	Succeed by Listening	Video	15002
Communication	Roger Dawson's Guide to Negotiating Business Negotiating	Video	15027
Communication	Being A Better Communicator	Video	22014
Communication	Interpersonal Communication Skills	Video	22078
Communication	The Corpedia Guide to Correct English Usage	Multimedia CD-ROM	27757
Communication	Top Ten Terrible Twins	Multimedia CD-ROM	27758
Communication	A Spell of Good English	Multimedia CD-ROM	27759
Communication	Effective Business Writing	Multimedia CD-ROM	27760
Communication	English as a Second Language PRO	Video	36015
Communication	English as A Second Language	Multimedia CD-ROM	36016
Communication	Team Nightmares: Solutions to Your Top Communication Problems Vol. 1	Video	38033
Communication	Team Nightmares: Solutions to Your Top Communication Problems	Video	38034
Communication	Arbitration: The Seven Tests of Just Cause	Video	38047
Communication	Communication Nightmares	Video	38050
Communication	Getting to Yes	Video	38070

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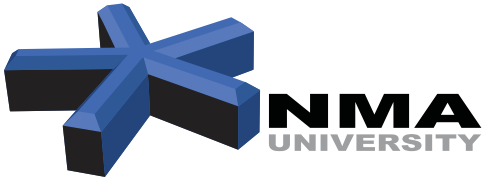


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Course Group	Title	Media	Code
Communication	Getting to Yes Long Version	Video	38074
Communication	Everybody Wins: How to Turn Conflict into Collaboration	Video	39026
Communication	Interpersonal Howlers	Video	42012
Communication	Listening Howlers	Video	42017
Communication	Communicators from Hell	Video	42027
Communication	From No to Yes	Video	42041
Communication	If Looks Could Kill	Video	42044
Communication	The Kingdom Was Lost	Video	42056
Communication	Great Communicator	Video	42065
Communication	The Grapevine	Video	42066
Communication	Feedback for Performance Part 1	Video	42085
Communication	Feedback for Performance Part 2	Video	42086
Communication	Communication Essentials: Listening and Understanding	Video	45007
Communication	Communication Essentials: Conveying Information	Video	45008
Communication	Communication Essentials: Exercising Personal Power	Video	45009
Communication	Communication Essentials: Overcoming Negative Behavior	Video	45010
Communication	Boomerang	Video	45015
Communication	E-mail Essentials	Video	16027D
Communication	Trainingbytes: Achieving Communication Excellence	DVD	39052A
Communication	Trainingbytes: Achieving Communication Excellence	Video	39052V
Communication	Better Business Writing	Multimedia CD-ROM	40001D
Communication	Successful Negotiation	Multimedia CD-ROM	40004D
Communication	Successful Negotiation	Video	40004V
Communication	Developing Positive Assertiveness	Multimedia CD-ROM	40005D
Communication	Developing Positive Assertiveness	Video	40005V
Communication	Conflict Management	CD-ROM	40016D
Communication	Conflict Management	Video	40016V
Communication	Better Business Communication	CD-ROM	40019D
Communication	Better Business Communication	Video	40019V
Communication	The Art of Giving and Receiving Feedback	CD-ROM	40024D
Communication	Giving and Receiving Feedback (Self Directed Learning)	Video	40024L
Communication	Giving and Receiving Feedback	Video	40024V
Communication	Communicate (Self Directed Learning)	Video	40039L
Communication	Art of Communication	Multimedia CD-ROM	40040D
Communication	Communication Cornerstone: Building Trust Spanish Version	Video	4126S
Communications	Everybody Wins: How to Turn Conflict into Collaboration	DVD	39026A

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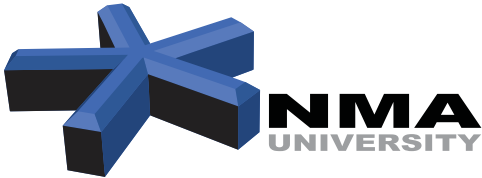


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Course Group	Title	Media	Code
Communications	If Looks Could Kill	MMCD	42044D
Customer Service	Customer Service: The Royal Treatment	Video	4080
Customer Service	Difficult Customer ALERT: Win their loyalty - Treat them like Royalty	Video	4124
Customer Service	Adventures in Service: An Interactive Experience with Peter Glen	CD-ROM	6005
Customer Service	Customer Service: Or Else With Peter Glen	Video	6009
Customer Service	Creating World Class Customer Service	Video	6043
Customer Service	Service With Soul (Short-Cut)	Video	6074
Customer Service	Service With Soul (Public Service Short-Cut)	Video	6075
Customer Service	Service With Soul (Manufacturer's Short-Cut)	Video	6076
Customer Service	Serve! Unforgettable Customer Experiences	Video	6086
Customer Service	It's Show Time: Customer Service Teamwork	video	6097
Customer Service	In Search of Excellence	Video	6098
Customer Service	In Search of Excellence - 3M	Video	6099
Customer Service	In Search of Excellence - Disney World	Video	6100
Customer Service	In Search of Excellence - IBM	Video	6101
Customer Service	In Search of Excellence - North American Tool & Die	Video	6102
Customer Service	The Seven Deadly Sins of Customer Service	Video	14003
Customer Service	What Customers Want	Video	14004
Customer Service	Dealing with Disappointed Customers	Video	14005
Customer Service	One Ringy Dingy: You are the Company	Video	14006
Customer Service	Diffusing Hostility through Customer Service	Video	16023
Customer Service	The 5 Values of Great Customer Service	Video	16032
Customer Service	On Incoming Calls 2.0	Video	17015
Customer Service	Determining Caller Needs	Video	17016
Customer Service	From Curt to Courteous 2.0	Video	17017
Customer Service	Five Forbidden Phrases of Customer Service 2.0	Video	17018
Customer Service	Six Cardinal Rules of Customer Service 2.0	Video	17019
Customer Service	Telemarketing Tips from A to Z	Video	17020
Customer Service	Proactive Customer Service 2.0	Video	17021
Customer Service	Basic Basic Telephone Skills	Video	17022
Customer Service	What's Wrong with this Picture?	Video	17023
Customer Service	How to Treat Every Caller as a Welcome Guest 2.0	Video	17024
Customer Service	How to Handle the Irate Caller 2.0	Video	17025
Customer Service	We are Customers to Each Other 2.0	Video	17026
Customer Service	Escape From Voice Mail Jail	Video	17027
Customer Service	Do's & Don'ts of Customer Service	Multimedia CD-ROM	17035
Customer Service	Determining Caller Needs	Multimedia CD-ROM	17036
Customer Service	The Service Mentality	Video	17042
Customer Service	Essential Elements of Internal Customer Service	Video	17044
Customer Service	Customers for Life	Video	22055
Customer Service	Service Excellence	Video	22059
Customer Service	The Critical Focus--Customers	Video	22093
Customer Service	What's In It For Me?	Video	25003
Customer Service	My Customers Left Me for Someone Else	Video	29003

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Course Group	Title	Media	Code
Customer Service	Emerging Customer Service Technologies	Multimedia CD-ROM	32064
Customer Service	Customer Service: Applications, Vendors and Solutions	Multimedia CD-ROM	32075
Customer Service	The Game Plan: Achieving the 360 Degree Customer View	Multimedia CD-ROM	32275
Customer Service	The Secret: Customer Service Uncovered	Video	38014
Customer Service	Just Incredible! A Customer Service Story	Video	38015
Customer Service	Quality Service In the Public Sector	Video	38057
Customer Service	T.H.A.N.K.S. Enlightened Customer Service	Video	38071
Customer Service	Glad I Could Help: Real Customer Service Situations for Discussion	Video	39029
Customer Service	Who Sold You this Originally?	Video	42007
Customer Service	Customers from Hell	Video	42008
Customer Service	Who Sold You This Then	Video	42054
Customer Service	In the Customers Shoes	Video	42055
Customer Service	Customers from Hell	Video	42067
Customer Service	Public Service from Hell	Video	42071
Customer Service	An Inside Job	Video	42078
Customer Service	Demanding Customers	Video	42089
Customer Service	It's Your Call	Video	44001
Customer Service	Taking C.A.R.E. of Business	Video	44007
Customer Service	Truth about Customer Service	Video	44010
Customer Service	Smile!	Video	46001
Customer Service	The Guest	Video	56001
Customer Service	Give 'Em the Pickle	Video	56004
Customer Service	I'll Be Back	Video	56005
Customer Service	Difficult Guest	Video	56008
Customer Service	What do you Say?	Video	56012
Customer Service	Glad I Could Help: Real Customer Service Situations for Discussion	DVD	39029A
Customer Service	Quality Customer Service	CD-ROM	40021D
Customer Service	Quality Customer Service	Video	40021V
Customer Service	Customer Satisfaction	CD-ROM	40025D
Customer Service	Customer Satisfaction	Video	40025V
Customer Service	Calming Upset Customers	CD-ROM	40026D
Customer Service	Calming Upset Customers	Video	40026V
Customer Service	Superior Service (Self Directed Learning)	Video	40046L
Customer Service	An Inside Job	MM CD	42078D
Customer Service	Smile! Spanish Version	Video	46001S
Customer Service	Give Em The Pickle Spanish Version	Video	56004S
Desktop Computer Skills	ACT! 6.0 Training CD 1	Multimedia CD-ROM	27755
Desktop Computer Skills	ACT! 6.0 Training CD 2	Multimedia CD-ROM	27756
Desktop Computer Skills	Visio 2003	Video	27777
Desktop Publishing/Graphics	PageMaker 6.5	Video	27036
Desktop Publishing/Graphics	Adobe PhotoShop 5.0 Essentials	Video	27037

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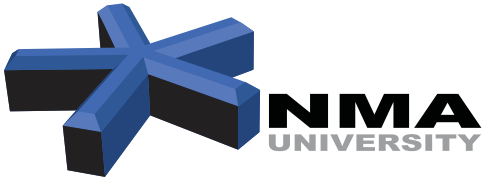


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Course Group	Title	Media	Code
Desktop Publishing/Graphics	Essentials	Video	27037
Desktop Publishing/Graphics	Adobe PhotoShop 5.0 Beyond the Basics	Video	27038
Desktop Publishing/Graphics	Beyond the Basics	Video	27038
Desktop Publishing/Graphics	Adobe PhotoShop 5.0 Tips & Tricks	Video	27039
Desktop Publishing/Graphics	Tips & Tricks	Video	27039
Desktop Publishing/Graphics	Essentials	Video	27040
Desktop Publishing/Graphics	QuarkXpress 4.0 Essentials	Video	27040
Desktop Publishing/Graphics	Beyond the Basics	Video	27041
Desktop Publishing/Graphics	QuarkXpress 4.0 Beyond the Basics	Video	27041
Desktop Publishing/Graphics	QuarkXpress 4.0 Tips & Tricks	Video	27042
Desktop Publishing/Graphics	Tips and Tricks	Video	27042
Desktop Publishing/Graphics	Publisher 98 Basics	Video	27088
Desktop Publishing/Graphics	Publisher 98 Intermediate	Video	27089
Desktop Publishing/Graphics	Publisher 98 Advanced	Video	27090
Desktop Publishing/Graphics	Publisher 2000 Beginner	Multimedia CD-ROM	27111
Desktop Publishing/Graphics	Publisher 2000 Advanced	CD-ROM	27113
Desktop Publishing/Graphics	Publisher 2000 Advanced	Multimedia CD-ROM	27113
Desktop Publishing/Graphics	PhotoDraw 2000 Beginning	Video	27139
Desktop Publishing/Graphics	PhotoDraw 2000 Intermediate	Video	27140
Desktop Publishing/Graphics	PhotoShop 5.5 Essentials	CD-ROM	27305
Desktop Publishing/Graphics	PhotoShop 5.5 Beyond the Basics	CD-ROM	27306
Desktop Publishing/Graphics	PageMaker 6.5- Beginning	Multimedia CD-ROM	27460
Desktop Publishing/Graphics	PageMaker 6.5- Intermediate	Multimedia CD-ROM	27461
Desktop Publishing/Graphics	PageMaker 6.5- Advanced	Multimedia CD-ROM	27462
Desktop Publishing/Graphics	Adobe PhotoShop 6.0: Advanced Techniques	Multimedia CD-ROM	27611
Desktop Publishing/Graphics	Adobe PhotoShop 6.0	Multimedia CD-ROM	27612
Desktop Publishing/Graphics	Adobe Acrobat 5	Multimedia CD-ROM	27647
Desktop Publishing/Graphics	Adobe Illustrator 9	Multimedia CD-ROM	27669
Desktop Publishing/Graphics	Adobe Illustrator 10	Multimedia CD-ROM	27670
Desktop Publishing/Graphics	Adobe Photoshop 7	Multimedia CD-ROM	27697
Desktop Publishing/Graphics	Adobe Acrobat 6	Multimedia CD-ROM	27784
Desktop Publishing/Graphics	Adobe Acrobat 6	Multimedia CD-ROM	27784
Desktop Publishing/Graphics	Publisher 2000 Intermediate	Multimedia CD-ROM	27112D
Diversity	Diversity: Food for Thought	Video	4052
Diversity	Respect in the Workplace: Avoiding Discrimination	Video	4125
Diversity	Diversity Now	Video	4133
Diversity	Clown	Video	4148
Diversity	It's About Respect: Recognizing Harassment in a Diverse Workplace	Video	4157
Diversity	Diversity in the Real World	Video	4161
Diversity	Creating Success for Business & People - Module 1	Video	6011
Diversity	Creating Success for Business & People - Module 2	Video	6012
Diversity	Creating Success for Business & People - Module 3	Video	6013
Diversity	Creating Success for Business & People - Module 4	Video	6014
Diversity	Sexual Harassment and Gender Discrimination	Video	6062
Diversity	Career Development: Minority Issues	Video	6063

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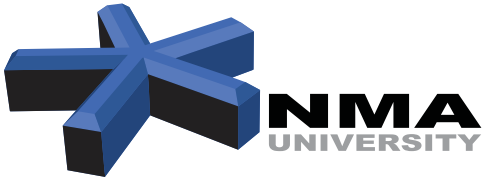


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Course Group	Title	Media	Code
Diversity	Performance Appraisal	Video	6064
Diversity	Sexual Orientation	Video	6065
Diversity	Teams in Motion	Video	7004
Diversity	Interpersonal Synergy	Video	7019
Diversity	Let's Talk Diversity!	Video	10024
Diversity	The Diversity Train	CD-ROM	10025
Diversity	Still Talkin' Diversity	Video	10026
Diversity	Gender Gems	Video	13006
Diversity	Diversity Is Not an Obstacle	Video	13009
Diversity	Diversity Through Character	Video	14017
Diversity	On the Threshold of Change	Video	16003
Diversity	Gender and Sexual Orientation Workplace Issues	Video	16004
Diversity	Race, Ethnicity, Language and Religion Workplace Issues	Video	16005
Diversity	Age and Physical Ability Workplace Issue	Video	16006
Diversity	Dialogue Works Program 1: Communicating in a Diverse World	Video	16038
Diversity	Dialogue Works Program 2: Dialogue for Cultural Understanding	Video	16039
Diversity	Dialogue Works Program 3: Dialogue Between Genders	Video	16040
Diversity	Dialogue Works Program 4: Dialogue Among Generations	Video	16041
Diversity	A Winning Balance II	Video	38048
Diversity	Cost of Intolerance	Video	38053
Diversity	Smarter Together: Male/Female Communication Skills	Video	38055
Diversity	Smarter Together: Insight into Male/Female Interactions	Video	38056
Diversity	M.E.E.T. on Common Ground	Video	39007
Diversity	SMART-START: Respect meeting opener	Video	39008
Diversity	Just Be F.A.I.R: A Practical Approach to Diversity in the Workplace	Video	39043
Diversity	We Need to M.E.E.T: Managing for Respect in the Workplace	Video	39044
Diversity	M.E.E.T. Zero Tolerance: Enforcing Zero Tolerance with Fairness & Respect	Video	39045
Diversity	Just Be Fair in Action	Video	39049
Diversity	Not My Type	Video	42075
Diversity	Joel Barker's Wealth Innovation and Diversity. Putting our Differences to work in the 21st Century	Video	44020
Diversity	Step Up, Speak Up-Building a Respectful Workplace	Video	57001
Diversity	M.E.E.T. on Common Ground	Multimedia CD-ROM	39007D
Diversity	Just Be F.A.I.R: A Practical Approach to Diversity in the Workplace	DVD	39043A
Diversity	Diversity: Food For Thought	DVD	4052A
Diversity	Diversity: Food for Thought Spanish Version	Video	4052S
Diversity	Clown	DVD	4148A
Diversity	It's About Respect Blue Collar	Video	4157B
Diversity	It's About Respect: Spanish Version	Video	4157S

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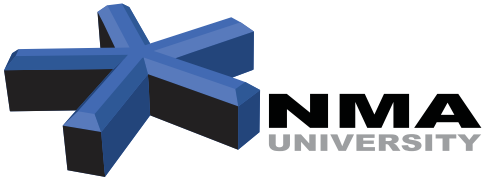


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Course Group	Title	Media	Code
E-Commerce & E Business Strategies	The Power of Sales Force Automation	Multimedia CD-ROM	32003
E-Commerce & E Business Strategies	E-Commerce Best Practices	Multimedia CD-ROM	32005
E-Commerce & E Business Strategies	The Microsoft Enterprise Environment	Multimedia CD-ROM	32007
E-Commerce & E Business Strategies	The Java Enterprise Environment	Multimedia CD-ROM	32008
E-Commerce & E Business Strategies	Application Servers: Hercules in your System	Multimedia CD-ROM	32009
E-Commerce & E Business Strategies	Choosing an Internet Commerce Platform	Multimedia CD-ROM	32013
E-Commerce & E Business Strategies	E-Business Planning: Alignment of IT and Business	Multimedia CD-ROM	32015
E-Commerce & E Business Strategies	E-Commerce Management Strategies	Multimedia CD-ROM	32016
E-Commerce & E Business Strategies	The Visible Site: Optimizing for Web Search Engines	Multimedia CD-ROM	32031
E-Commerce & E Business Strategies	Developing an Effective Automated Help Desk	Multimedia CD-ROM	32043
E-Commerce & E Business Strategies	IT Futures: Adding Business Value at Internet Speed	Multimedia CD-ROM	32044
E-Commerce & E Business Strategies	Backup Technologies: New Solutions to Protect Your Business	Multimedia CD-ROM	32047
E-Commerce & E Business Strategies	The 24/7 Web Site: Availability and Reliability Issues	Multimedia CD-ROM	32058
E-Commerce & E Business Strategies	Next-Generation B2B E-Commerce Technologies	Multimedia CD-ROM	32067
E-Commerce & E Business Strategies	Strategies for Integrating Customer Systems	Multimedia CD-ROM	32068
E-Commerce & E Business Strategies	Technologies Behind the Customer Interface	Multimedia CD-ROM	32069
E-Commerce & E Business Strategies	Integrating E-Fulfillment and Settlement in the Enterprise	Multimedia CD-ROM	32072
E-Commerce & E Business Strategies	E-Learning Technologies	Multimedia CD-ROM	32076
E-Commerce & E Business Strategies	Global E-Commerce: Managing Solutions	Multimedia CD-ROM	32078
E-Commerce & E Business Strategies	Spurring Creativity to Better Serve Your Customers	Multimedia CD-ROM	32082
E-Commerce & E Business Strategies	The Third Wave: The Shift to End-to-End Digital Business	Multimedia CD-ROM	32083
E-Commerce & E Business Strategies	Turning Legacy Systems to the Customer	Multimedia CD-ROM	32084
E-Commerce & E Business Strategies	Value Nets: Breaking the Supply Chain to Unlock Hidden Profits	Multimedia CD-ROM	32086

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Course Group	Title	Media	Code
E-Commerce & E Business Strategies	Managing the People, Processes and Technologies for Intelligent Supply Chains	Multimedia CD-ROM	32087
E-Commerce & E Business Strategies	Understanding Global E-Business Technologies	Multimedia CD-ROM	32088
E-Commerce & E Business Strategies	Building Successful Intelligent Supply Chains	Multimedia CD-ROM	32091
E-Commerce & E Business Strategies	Foundations of Successful Intelligent Supply Chains	Multimedia CD-ROM	32092
E-Commerce & E Business Strategies	Intelligent Supply Chains: Integration, Vendors and Solutions	Multimedia CD-ROM	32093
E-Commerce & E Business Strategies	Intelligent Supply Chains: The Changing Face of E-Business	Multimedia CD-ROM	32094
E-Commerce & E Business Strategies	Personalization, Learning and Guidance Technologies	Multimedia CD-ROM	32095
E-Commerce & E Business Strategies	Speech Recognition Landscape	Multimedia CD-ROM	32096
E-Commerce & E Business Strategies	Electronic Evolution: From EDI to Intelligent Supply Chain	Multimedia CD-ROM	32097
E-Commerce & E Business Strategies	Business Intelligence: Data Mining for Dynamic Customer Analysis	Multimedia CD-ROM	32112
E-Commerce & E Business Strategies	Business Intelligence: Emerging Technologies for Gathering Customer Data	Multimedia CD-ROM	32113
E-Commerce & E Business Strategies	Business Intelligence: Systems Design for Market Data Analysis	Multimedia CD-ROM	32114
E-Commerce & E Business Strategies	Business Intelligence: Vendor Solutions, Features and Functionality	Multimedia CD-ROM	32115
E-Commerce & E Business Strategies	Measuring Web Site Effectiveness: An E-Commerce Perspective	Multimedia CD-ROM	32117
E-Commerce & E Business Strategies	Organizing for E-Business: The Data, Information and Knowledge Perspective	Multimedia CD-ROM	32118
E-Commerce & E Business Strategies	Scalable E-Commerce Infrastructure Solutions	Multimedia CD-ROM	32119
E-Commerce & E Business Strategies	Using CRM to Develop Profitable Customer Relationships	Multimedia CD-ROM	32120
E-Commerce & E Business Strategies	E-Risky Business	Multimedia CD-ROM	32121
E-Commerce & E Business Strategies	Next-Generation Electronic Payment Options	Multimedia CD-ROM	32122
E-Commerce & E Business Strategies	The Growth Imperative: Building and Sustaining Success in E-Business	Multimedia CD-ROM	32123
E-Commerce & E Business Strategies	E-Commerce Security: Creating an Enterprise-Wide Policy	Multimedia CD-ROM	32125
E-Commerce & E Business Strategies	Managing E-Procurement Risks	Multimedia CD-ROM	32126
E-Commerce & E Business Strategies	Building a Business Intelligence Portal	Multimedia CD-ROM	32127

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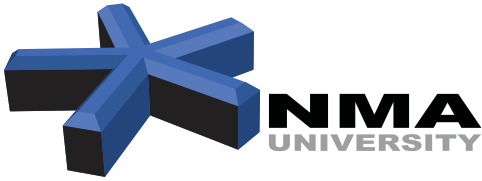


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Course Group	Title	Media	Code
E-Commerce & E Business Strategies	Guest Track: Corporate Responsibility in the Information Age	Multimedia CD-ROM	32131
E-Commerce & E Business Strategies	Technical Briefings: E-Metrics: Vendors and Solutions	Multimedia CD-ROM	32133
E-Commerce & E Business Strategies	The Game Plan: E-Metrics: Strategies for Measuring ROI	Multimedia CD-ROM	32135
E-Commerce & E Business Strategies	Straight Talk: Web Services: Tools for E-Business	Multimedia CD-ROM	32136
E-Commerce & E Business Strategies	On the Horizon: Portals: The New Corporate Web	Multimedia CD-ROM	32137
E-Commerce & E Business Strategies	On the Horizon: Portals: The New Corporate Web	Multimedia CD-ROM	32137
E-Commerce & E Business Strategies	On the Horizon: Portals: The New Corporate Web	Multimedia CD-ROM	32137
E-Commerce & E Business Strategies	The Game Plan: Planning, Implementing, and Deploying the E-Contact Center	Multimedia CD-ROM	32147
E-Commerce & E Business Strategies	The Game Plan: Planning, Implementing, and Deploying the E-Contact Center	Multimedia CD-ROM	32147
E-Commerce & E Business Strategies	Peak Performance: Mergers and Acquisitions: The Impact on IT Function	Multimedia CD-ROM	32149
E-Commerce & E Business Strategies	Guest Series: Bluetooth™: Trends and Directions	Multimedia CD-ROM	32150
E-Commerce & E Business Strategies	On the Horizon: Evolving Storage Technologies	Multimedia CD-ROM	32151
E-Commerce & E Business Strategies	The Game Plan: Implementing a Storage Architecture	Multimedia CD-ROM	32153
E-Commerce & E Business Strategies	Technical Briefings: Storage Products, Vendors, and Solutions	Multimedia CD-ROM	32155
E-Commerce & E Business Strategies	Peak Performance: Best Practices in Storage Management	Multimedia CD-ROM	32156
E-Commerce & E Business Strategies	Guest Series: Content Delivery Networks	Multimedia CD-ROM	32157
E-Commerce & E Business Strategies	On the Horizon: Computer Intelligence: A Brave New World	Multimedia CD-ROM	32158
E-Commerce & E Business Strategies	Straight Talk: Networking Unplugged: Thrive in a Wireless World	Multimedia CD-ROM	32159
E-Commerce & E Business Strategies	The Game Plan: E-Learning: Implementing Systems and Technologies	Multimedia CD-ROM	32160
E-Commerce & E Business Strategies	Technical Briefings: E-Learning: Technologies, Vendors and Solutions	Multimedia CD-ROM	32162
E-Commerce & E Business Strategies	Peak Performance: Due Diligence and Don't Be Sorry	Multimedia CD-ROM	32163
E-Commerce & E Business Strategies	Guest Series: Building a Growth Engine With Technology	Multimedia CD-ROM	32164
E-Commerce & E Business Strategies	On the Horizon: Making Web Content Global	Multimedia CD-ROM	32165

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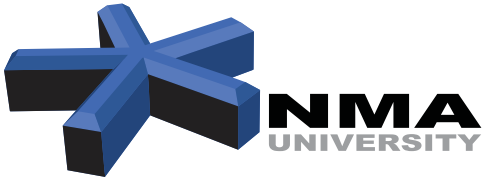


Business Training Library

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Course Group	Title	Media	Code
E-Commerce & E Business Strategies	Straight Talk: Global Settlement: Electronic Payments Across Borders	Multimedia CD-ROM	32166
E-Commerce & E Business Strategies	Core Technologies: Unicode and the Web: Managing Content in Multiple Languages	Multimedia CD-ROM	32168
E-Commerce & E Business Strategies	Technical Briefings: Content Management of Global Web Sites	Multimedia CD-ROM	32169
E-Commerce & E Business Strategies	Peak Performance: Best Practices in Global Web Site Management	Multimedia CD-ROM	32170
E-Commerce & E Business Strategies	Guest Series: Global IT: The Implementation Journey	Multimedia CD-ROM	32171
E-Commerce & E Business Strategies	Straight Talk: The Principles of Successful CRM	Multimedia CD-ROM	32173
E-Commerce & E Business Strategies	The Game Plan: Business Continuity Planning: An IT Perspective	Multimedia CD-ROM	32174
E-Commerce & E Business Strategies	Technical Briefings: Videoconferencing: Technologies, Vendors and Solutions	Multimedia CD-ROM	32176
E-Commerce & E Business Strategies	Guest Series: CIO Focus: Continuity Planning and Risk Management	Multimedia CD-ROM	32178
E-Commerce & E Business Strategies	On the Horizon: 3G: The New Generation of Wireless	Multimedia CD-ROM	32185
E-Commerce & E Business Strategies	Straight Talk: Content Management: Cut Through the Clutter	Multimedia CD-ROM	32186
E-Commerce & E Business Strategies	The Game Plan: Integrating ERP With E-Business Systems	Multimedia CD-ROM	32187
E-Commerce & E Business Strategies	Peak Performance: Turning ERP Into ROI	Multimedia CD-ROM	32190
E-Commerce & E Business Strategies	Guest Series: Click Stream Analysis: Capture and Retain Customers in Your Web	Multimedia CD-ROM	32191
E-Commerce & E Business Strategies	On the Horizon: Emerging Technologies for Call Centers and Help Desks	Multimedia CD-ROM	32192
E-Commerce & E Business Strategies	Straight Talk: Call Center and Help Desk Technologies: Your Customer Connection	Multimedia CD-ROM	32193
E-Commerce & E Business Strategies	The Game Plan: Designing and Implementing Effective Call Centers and Help Desks	Multimedia CD-ROM	32194
E-Commerce & E Business Strategies	Core Technologies: Call Center Switch and Database Technologies	Multimedia CD-ROM	32195
E-Commerce & E Business Strategies	Technical Briefings: Call Distribution: Technologies, Vendors and Solutions	Multimedia CD-ROM	32196
E-Commerce & E Business Strategies	Peak Performance: Managing Call Center Operations	Multimedia CD-ROM	32197
E-Commerce & E Business Strategies	Guest Series: Making the Call Center the Center of Action	Multimedia CD-ROM	32198
E-Commerce & E Business Strategies	Straight Talk: Project Portfolio Management	Multimedia CD-ROM	32200
E-Commerce & E Business Strategies	The Game Plan: Automating Resource Provisioning Within the Enterprise	Multimedia CD-ROM	32201

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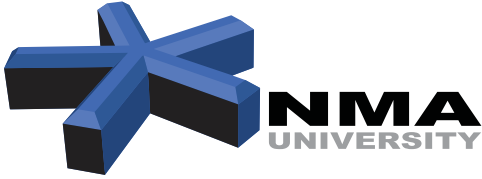


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Course Group	Title	Media	Code
E-Commerce & E Business Strategies	Peak Performance: Best Practices in Asset Management	Multimedia CD-ROM	32204
E-Commerce & E Business Strategies	Guest Series: Customer Relationship Management: Insights for Business	Multimedia CD-ROM	32205
E-Commerce & E Business Strategies	On the Horizon: Innovation Management: Brainstorming With a Boost	Multimedia CD-ROM	32206
E-Commerce & E Business Strategies	Core Technologies: Discovering UDDI	Multimedia CD-ROM	32209
E-Commerce & E Business Strategies	Guest Series: Knowledge Management for the Business Professional	Multimedia CD-ROM	32212
E-Commerce & E Business Strategies	On the Horizon: Autonomic Computing: The Heart of E-Business	Multimedia CD-ROM	32213
E-Commerce & E Business Strategies	Straight Talk: WebSphere 4.0 and J2EE: An Introduction	Multimedia CD-ROM	32214
E-Commerce & E Business Strategies	The Game Plan: Deploying WebSphere for Systems Integration	Multimedia CD-ROM	32215
E-Commerce & E Business Strategies	Core Technologies: WebSphere Software Platform Architecture	Multimedia CD-ROM	32216
E-Commerce & E Business Strategies	Technical Briefings: Working With Java Message Service in WebSphere	Multimedia CD-ROM	32217
E-Commerce & E Business Strategies	Peak Performance: WebSphere Administrative Tips and Tools	Multimedia CD-ROM	32218
E-Commerce & E Business Strategies	Guest Series: Enterprise Portals: Perspectives for Business	Multimedia CD-ROM	32219
E-Commerce & E Business Strategies	On the Horizon: Web Services Future Paths	Multimedia CD-ROM	32220
E-Commerce & E Business Strategies	Peak Performance: The Software Cost Estimation Process	Multimedia CD-ROM	32225
E-Commerce & E Business Strategies	Guest Series: Web Services: Now You're in Business	Multimedia CD-ROM	32226
E-Commerce & E Business Strategies	Peak Performance: Developing Policies for Wireless Services	Multimedia CD-ROM	32231
E-Commerce & E Business Strategies	On the Horizon: Collaborative Commerce: Energizing ERP	Multimedia CD-ROM	32233
E-Commerce & E Business Strategies	Straight Talk: E-Learning: Life Inside the Virtual Classroom	Multimedia CD-ROM	32234
E-Commerce & E Business Strategies	The Game Plan: Automated Software Delivery in the Heterogeneous Enterprise	Multimedia CD-ROM	32235
E-Commerce & E Business Strategies	Technical Briefings: Exploring SAP Enterprise Portals	Multimedia CD-ROM	32237
E-Commerce & E Business Strategies	Guest Series: Wireless and Mobile Technologies: A Business Briefing	Multimedia CD-ROM	32239
E-Commerce & E Business Strategies	Guest Series: Understanding Business Intelligence	Multimedia CD-ROM	32244
E-Commerce & E Business Strategies	The Game Plan: Upgrading to Siebel 7: Challenges and Solutions	Multimedia CD-ROM	32245

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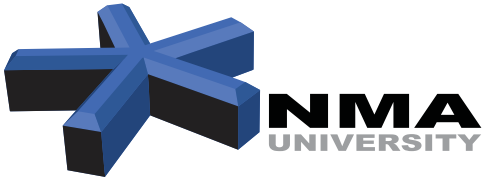


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Course Group	Title	Media	Code
E-Commerce & E Business Strategies	Technical Briefings: Application Integration With BEA WebLogic	Multimedia CD-ROM	32246
E-Commerce & E Business Strategies	Peak Performance: Achieving Breakthrough Performance With Six Sigma	Multimedia CD-ROM	32247
E-Commerce & E Business Strategies	The Game Plan: Implementing B2B Catalogs	Multimedia CD-ROM	32250
E-Commerce & E Business Strategies	The Game Plan: Implementing Wi-Fi Enterprise-Wide	Multimedia CD-ROM	32252
E-Commerce & E Business Strategies	The Game Plan: Deploying B2E Portals	Multimedia CD-ROM	32253
E-Commerce & E Business Strategies	Core Technologies: Building a Business Intelligence Portal	Multimedia CD-ROM	32255
E-Commerce & E Business Strategies	Peak Performance: Improving Efficiencies With Server Consolidation	Multimedia CD-ROM	32256
E-Commerce & E Business Strategies	Peak Performance: Application Integration With TIBCO	Multimedia CD-ROM	32257
E-Commerce & E Business Strategies	Peak Performance: Effective Techniques for the Balanced Scorecard	Multimedia CD-ROM	32258
E-Commerce & E Business Strategies	Peak Performance: Managing E-Procurement Risks	Multimedia CD-ROM	32259
E-Commerce & E Business Strategies	Winning Strategies for Sales Force Automation	Multimedia CD-ROM	32260
E-Commerce & E Business Strategies	Implementing Business Intelligence Technologies	Multimedia CD-ROM	32261
E-Commerce & E Business Strategies	Communicating in the Real-Time Enterprise	Multimedia CD-ROM	32262
E-Commerce & E Business Strategies	Understanding Collaborative Product Development	Multimedia CD-ROM	32265
E-Commerce & E Business Strategies	Evaluating Mobile VPNs	Multimedia CD-ROM	32267
E-Commerce & E Business Strategies	Supply Chain Management: A Business Perspective	Multimedia CD-ROM	32269
E-Commerce & E Business Strategies	Technical Briefings: Inside SAP NetWeaver: SAP's Integration and Application Platform	Multimedia CD-ROM	32272
E-Commerce & E-Business	Technical Briefings: Midmarket ERP: Vendors and Solutions	Multimedia CD-ROM	32277
E-Commerce & E-Business	Core Technologies: Understanding Service-Oriented Application Integration	Multimedia CD-ROM	32278
E-Commerce & E-Business	Peak Performance: Best Practices in E-Procurement	Multimedia CD-ROM	32281
E-Commerce & E-Business	Peak Performance: Ensuring Data Quality In Your Enterprise	Multimedia CD-ROM	32282
E-Commerce & E-Business Strategies	Selecting a Portal: The Next Application Platform	Multimedia CD-ROM	32305
E-Commerce & E-Business Strategies	Effective Presentation Skills for IT Professionals	Multimedia CD-ROM	32308
Finance	Debt Collection Challenges	Video	17039
Finance	Billing and Invoicing: Taking it Online	Multimedia CD-ROM	32041
Finance	Cost, Profit & Break Even	Video	42001
Finance	Control of Working Capital	Video	42004

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Course Group	Title	Media	Code
Finance	Profits of Doom	Video	42064
Finance	The Balance Sheet Barrier	Multimedia CD-ROM	42047D
Financial Services	Challenge of the Charges	Video	53001
Financial Services	New Account Fraud	Video	53002
Financial Services	Relationship Banking; Building Sales Through Building relationships	Video	53003
Financial Services	Robbery	Video	53004
Financial Services	Safe Deposit; The Fundamentals Part I	Video	53005
Financial Services	Safe Deposit; The Fundamentals Part II	Video	53006
Financial Services	Safe Deposit Procedures; Ten Keys to Improvement	Video	53007
Financial Services	Safe Deposit; Liability and Legal Issues	Video	53008
Financial Services	TeleSuccess for Bankers: Maximizing Business Through Telephone Communication	Video	53009
Financial Services	One Minute Cross Sell	Video	58001
Financial Services	One Minute Cross Sell	Video	58001
Financial Services	One Minute Cross Sell Coach	Video	58002
Financial Services	One Minute Cross Sell Coach	Video	58002
Financial Services	Knowing Enough to Suggest	Video	58004
Financial Services	Knowing Enough to Suggest	Video	58004
Financial Services	Communication Games	Video	58005
Financial Services	Communication Games	Video	58005
Financial Services	One Minute Cross Sell Coach audio	CD Rom	58003D
Financial Services	One Minute Cross Sell Coach audio	CD Rom	58003D
Healthcare	How To Connect in Healthcare in 90 Seconds or Less	Video	56014
Healthcare Library	Home Healthcare Violence: Be Smart, Be Safe	Video	4087
Healthcare Library	Infection Control Orientation for Home Healthcare: Winning the Battle	Video	4112
Healthcare Library	Tuberculosis Awareness	Video	4117
Healthcare Library	Infection Control Orientation	Video	4118
Healthcare Library	Biological & Chemical Threat	Video	4152
Healthcare Library	Home Chemical Handling	Video	18123
Healthcare Library	Lila's Story	Video	49002
Healthcare Library	Difficult Behavior: Breaking Through	Video	49003
Healthcare Library	Dementia & Alzheimer's Caregiving: Through the Looking Glass	Video	49004
Healthcare Library	Healthcare Electrical Safety	Video	49005
Healthcare Library	Healthcare Electrical Safety: AMPLE Protection	Video	49005
Healthcare Library	Disaster Planning: Defuse the Time Bomb	Video	49006
Healthcare Library	Biological Threats In Healthcare: Identify and Respond	Video	49007

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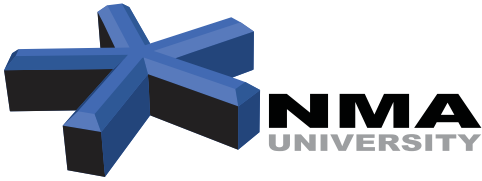


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Course Group	Title	Media	Code
Healthcare Library	HIPAA: Privacy Compliance	Video	49008
Healthcare Library	HIPAA: Privacy In Home Healthcare	Video	49009
Healthcare Library	HIPAA Privacy: Compliance Scenarios	Video	49010
Healthcare Library	HIPAA: Privacy In Long-Term Care	Video	49011
Healthcare Library	General Infection Control	Video	49012
Healthcare Library	Infection Control: Featuring Drug-Resistant Organisms	Video	49013
Healthcare Library	Pain Management: Finding Relief	Video	49014
Healthcare Library	Recordkeeping For Healthcare: True to Form	Video	49015
Healthcare Library	Elder Abuse and Neglect: Show You Care	Video	49016
Healthcare Library	Patient Confidentiality: Privacy In A High-Tech Era	Video	49017
Healthcare Library	Patient Safety: Light The Way	Video	49018
Healthcare Library	Service Excellence: Time to Care	Video	49019
Healthcare Library	Tuberculosis: Back From the Past	Video	49020
Healthcare Library	Hospital Security	Video	49021
Healthcare Library	Infection Control for Home Healthcare	Video	49022
Healthcare Library	Legal & Effective Interviewing for Healthcare	Video	49023
Healthcare Library	Protecting Your Back	Video	49024
Healthcare Library	Work Safety: Safely Orientation for Ambulatory	Video	49025
Healthcare Library	Infection Control Orientation: Base on Standard Precautions	Video	49026
Healthcare Library	Age-Specific Care: It's Relative	Video	49027
Healthcare Library	Infection Control: Break the Chain	Video	49028
Healthcare Library	Hazard Communication: It's a Two-Edged Sword	Video	49029
Healthcare Library	Patient Assessment	Video	49030
Healthcare Library	HIPAA: Security Compliance	Video	49031
Healthcare Library	Medication Management: You Can Prevent Errors!	Video	49032
Healthcare Library	Preventing Patient Falls in Hospitals	Video	49033
Healthcare Library	Preventing Resident Falls In Long-Term Care	Video	49034
Healthcare Library	Sexual Harassment for Healthcare: New Perspectives	Video	49035
Healthcare Library	Nursing Assisting Module 1: Tape 1: Orientation to Nursing Assisting	Video	49036

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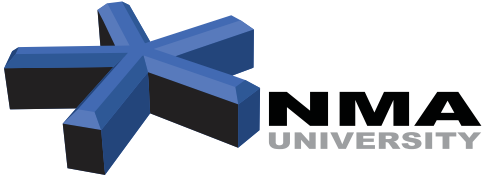


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Course Group	Title	Media	Code
Healthcare Library	Nursing Assisting Module 1: Tape 2: Communication and Documentation Skills	Video	49037
Healthcare Library	Nursing Assisting Module 1: Tape 3: Environmental Control and Resident Safety	Video	49038
Healthcare Library	Nursing Assisting Module 1: Tape 4: Nursing Assistant Safety	Video	49039
Healthcare Library	Nursing Assisting Module 1: Tape 5: Infection Control and Standard Precautions	Video	49040
Healthcare Library	Nursing Assisting Module 2: Tape 6: Vital Signs and Measurements	Video	49041
Healthcare Library	Nursing Assisting Module 2: Tape 7: Bedmaking Skills	Video	49042
Healthcare Library	Nursing Assisting Module 2: Tape 8: Death and Dying	Video	49043
Healthcare Library	Nursing Assisting Module 2: Tape 9: Special Procedures	Video	49044
Healthcare Library	Nursing Assisting Module 3: Tape 10: Bathing Skills	Video	49045
Healthcare Library	Nursing Assisting Module 3: Tape 11: Grooming and Dressing Skills	Video	49046
Healthcare Library	Nursing Assisting Module 3: Tape 12: Toileting and Feeding Skills	Video	49047
Healthcare Library	Nursing Assisting Module 3: Tape 13: Urinary Care Skills	Video	49048
Healthcare Library	Nursing Assisting Module 3: Tape 14: Positioning Skills	Video	49049
Healthcare Library	Nursing Assisting Module 3: Tape 15: Transfer Skills	Video	49050
Healthcare Library	Nursing Assisting Module 4: Tape 16: Human Needs	Video	49051
Healthcare Library	Computer Comfort for Caregivers	Video	49053
Healthcare Library	Managing Healthcare Stress	Video	49054
Healthcare Library	Fire Safety: Mission Possible	Video	49055
Healthcare Library	Latex Allergy: Stop the Reaction	Video	49056
Healthcare Library	Fire Emergency	Video	49057
Healthcare Library	Healthcare Ergonomics: Working to Your Advantage	Video	49058
Healthcare Library	Healthcare Safety Orientation	Video	49059
Healthcare Library	Healthcare PPE	Video	49060

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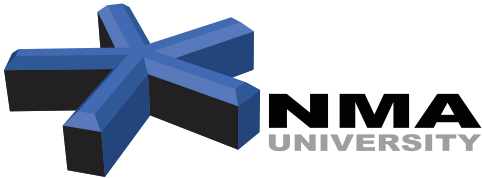


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Course Group	Title	Media	Code
Healthcare Library	Bloodborne Pathogens: "Bloodbug" Barriers	Video	49061
Healthcare Library	Drug-Resistant Organisms: A Clinical Approach	Video	49062
Healthcare Library	Needlestick Prevention	Video	49063
Healthcare Library	Home Health Safety Orientation	Video	49064
Healthcare Library	Bloodborne Pathogens: Protection in the Home Care	Video	49065
Healthcare Library	It's Your Back, Don't Break It: Back Safety for Home Health	Video	49066
Healthcare Library	Patient Rights: Keep Them in Focus	Video	49067
Healthcare Library	Preparing for Surgery	Video	49068
Healthcare Library	Hazard Communication: Chemical Safety in LTC	Video	49069
Healthcare Library	Bloodborne Pathogens: Long-Term Care	Video	49070
Healthcare Library	Combative Residents	Video	49071
Healthcare Library	MSDS for Healthcare	Video	49072
Healthcare Library	Certified HIPAA (HIO-201) Professional Skills Assessment	Multimedia CD-ROM	55001
Healthcare Library	Certified HIPAA (HIO-101) Admin Skills Assessment	Multimedia CD-ROM	55002
Healthcare Library	Certified HIPAA (HIO-301) Security Specialist Skills Assessment	Multimedia CD-ROM	55003
Healthcare Library	HIPAA: Privacy Compliance: Spanish Version	Video	490085
HR & Legal Issues	A Tool to Work With: The Americans with Disabilities Act	Video	4001
HR & Legal Issues	Making the ADA Work for You	Video	4002
HR & Legal Issues	Legal and Effective Interviewing	Video	4003
HR & Legal Issues	Legal and Effective Performance Appraisals	Video	4004
HR & Legal Issues	Legal and Effective Employee Terminations	Video	4005
HR & Legal Issues	Interviewing: Getting Beyond the Image	Video	4037
HR & Legal Issues	Conflict Resolution: A Win-Win Approach	Video	4040
HR & Legal Issues	Evaluation	Video	4042
HR & Legal Issues	Planning & Designing	Video	4043
HR & Legal Issues	Needs Assessment and Objectives	Video	4045
HR & Legal Issues	Adult Learning	Video	4046
HR & Legal Issues	Making Learning Stick	Video	4047
HR & Legal Issues	Training with Media	Video	4048
HR & Legal Issues	Legal and Effective Progressive Discipline	Video	4050

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Course Group	Title	Media	Code
HR & Legal Issues	The Straight Scoop on E-Mail	Video	4053
HR & Legal Issues	Interviewing for Industry	Video	4055
HR & Legal Issues	Media Relations	Video	4057
HR & Legal Issues	Fear & Stress in the Workplace	Video	4136
HR & Legal Issues	Legal & Effective Interviewing II: The Right Questions	Video	4139
HR & Legal Issues	Avoiding Litigation Landmines	Video	4151
HR & Legal Issues	It's About Respect: Recognizing Harassment in a Diverse Workplace	Video	4157
HR & Legal Issues	Legal Peril: 8 Management Pitfalls to Avoid	Video	4163
HR & Legal Issues	HR Case Files: ADA	Video	4168
HR & Legal Issues	HR Case Files: FMLA	Video	4169
HR & Legal Issues	HR Case Files: FLSA	Video	4170
HR & Legal Issues	Talent! How to Win the Great War	Video	6087
HR & Legal Issues	Career Counseling: A Clear Vision	Video	10002
HR & Legal Issues	Boomer vs. Busters	Video	13007
HR & Legal Issues	Balancing A Successful Career	Video	13010
HR & Legal Issues	Focusing on Ability	Video	16001
HR & Legal Issues	Reasonable Accommodations	Video	16002
HR & Legal Issues	Capsule #5: Beginning Employment Relationships	Video	16011
HR & Legal Issues	Capsule #6: Ending Employment Relationships	Video	16012
HR & Legal Issues	Capsule #7: In Compliance	Video	16013
HR & Legal Issues	E-mail Essentials (all employee version)	Video	16027
HR & Legal Issues	Succeeding at Work--The Adventure Begins	Video	16028
HR & Legal Issues	You Can STOP Harassment: Taking Responsibility & The Responsible Leader	Video	16031
HR & Legal Issues	E-Mail Errors	Video	17030
HR & Legal Issues	New Employee Orientation	Video	17031
HR & Legal Issues	Alternative Work Arrangements	Video	21001
HR & Legal Issues	Balancing Work and Family	Video	22071
HR & Legal Issues	Creating a High Trust Environment	Video	22080
HR & Legal Issues	How to Hire	Video	22091
HR & Legal Issues	How to Fire	Video	22092
HR & Legal Issues	Building a Learning Organization through the Magic of Video	Video	22101
HR & Legal Issues	Train the Trainer by Brian Tracy	Video	22102
HR & Legal Issues	The Truth in Negotiations Act	Multimedia CD-ROM	27778
HR & Legal Issues	Getting a Good Start	Video	29004
HR & Legal Issues	Getting Along with Your Co-Workers	Video	29005
HR & Legal Issues	Getting Along with Your Supervisor	Video	29006
HR & Legal Issues	Matter of Respect: How to Recognize & Eliminate Disrespectful Behavior	Video	29009
HR & Legal Issues	Defining Business Casual	Video	30002
HR & Legal Issues	After the Hire: Retaining Good Employees	Video	31001
HR & Legal Issues	Facilitation Methods to Improve Business/IT Decision-Making	Multimedia CD-ROM	32077
HR & Legal Issues	How to Legally Document Employee Discipline	Video	38005
HR & Legal Issues	Legal Issues for Managers	Video	38006

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Course Group	Title	Media	Code
HR & Legal Issues	Legal Issues for Managers-It's Just Not Fair	Video	38006
HR & Legal Issues	You Be the Judge II	Video	38019
HR & Legal Issues	More Than a Gut Feeling- Manufacturing Version	Video	38020
HR & Legal Issues	More Than a Gut Feeling: Hiring Excellent Salespeople	Video	38021
HR & Legal Issues	More Than a Gut Feeling III	Video	38022
HR & Legal Issues	More Than a Gut Feeling: Situations for Discussion	Video	38023
HR & Legal Issues	Documenting Discipline	Video	38024
HR & Legal Issues	Documenting Discipline: Manufacturing & Industrial Version	Video	38025
HR & Legal Issues	No Privacy: Legal Issues in E-Mail	Video	38027
HR & Legal Issues	Human Touch- Appraisal II	Video	38039
HR & Legal Issues	Jack Cade's Nightmare- Part 1 & Part 2	Video	38040
HR & Legal Issues	Jack Cade's Nightmare- Part III- Part 1 & 2	Video	38042
HR & Legal Issues	Employer Double Liability: An Employee's Guide to Dealing with Workplace Conflict	Video	38044
HR & Legal Issues	Employer Double Liability- Episode 1 & 2	Video	38045
HR & Legal Issues	Corporate Culture	Video	38049
HR & Legal Issues	Arbitration III: The Proof of the Matter	Video	38058
HR & Legal Issues	Arbitration III: The Proof of the Matter; The Panel Debates	Video	38059
HR & Legal Issues	It's the Law- The Legal Side of Management	Video	39011
HR & Legal Issues	The ADA: Tough Questions and Straight Answers	Video	39013
HR & Legal Issues	The Manager and The Law	Video	39014
HR & Legal Issues	Legal Briefs: Discipline & Termination	Video	39017
HR & Legal Issues	Legal Briefs: Harassment & Discrimination	Video	39018
HR & Legal Issues	Legal Briefs: Workplace Violence	Video	39019
HR & Legal Issues	Legal Briefs: Recruiting & Hiring	Video	39020
HR & Legal Issues	Let's TALK: Handling the Difficult Performance Appraisal	Video	39023
HR & Legal Issues	It's Not Just About Sex Anymore	Video	39024
HR & Legal Issues	Get the Whole Picture: Parts 1 & 2	Video	39025
HR & Legal Issues	Legal Briefs: Substance Abuse: The Manager's Role in Creating and Maintaining a Drug Free Workplace	Video	39027
HR & Legal Issues	Legal Briefs: Workplace Privacy: Does It Really Exist	Video	39028
HR & Legal Issues	FMLA: What Every Manager Should Know Upgraded Version	Video	39046
HR & Legal Issues	It's Your Choice	Video	42016
HR & Legal Issues	Interviewers from Hell	Video	42068
HR & Legal Issues	Do I Know You?	Video	44002
HR & Legal Issues	Truth about Business Casual	Video	44011
HR & Legal Issues	Truth about the Internet	Video	44012
HR & Legal Issues	Truth about Email	Video	44013
HR & Legal Issues	Trainer Games in Action: A Guide to Integrating Experiential Learning Into Your Existing Programs - Volume 2	Video	47002
HR & Legal Issues	Take It or Leave It (Internal Loss Prevention for Retail)	Video	57004
HR & Legal Issues	Take A Good Look: Shoplifting Prevention for Retail	Video	57005
HR & Legal Issues	E-mail Essentials (management version)	Video	160271

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