

Old Title
Access 2002: Fundamentals
Balancing Your Personal and Professional Life
Business Writing: The Fundamentals
Career Development: Professional Networking
Communicating to Build a Positive Culture
Communicating with Customers Virtually
Communicating with Your Manager
Communication with Co-workers
Conducting an Interview
Conducting Meetings: Effective Meeting Communication
Conducting Meetings: Managing a Meeting
Conducting Meetings: The Meeting Process
Consulting Skills: Serving as an Internal Consultant
Creating a Vision
Creativity & innovation - Fostering a Creative Environment
Creativity & Innovation - Increasing Personal Creativity
Creativity & Innovation - Promoting Team Creativity
Creativity & Innovation: Thinking Creatively
Decision Making and Problem Solving: Problem Solving Fundamentals
Decision Making Fundamentals
Deploying a Knowledge Management System
Developing a Career Strategy
Developing a Knowledge Management System
Developing Your Mentoring Skills
Effective Presentations: Essentials of Persuasion
Effective Presentations: Planning a Presentation
Effective Presentations: The Presentation Process
Employee Performance: Managing Difficult People
Employee Performance: Providing Feedback
Essentials of Management: Creating a Positive Workplace
Essentials of Management: Expert Negotiating
Essentials of Management: Maintaining a Productive Workforce
Essentials of Management: Succeeding as a New Manager
Excel 2002 Fundamentals
Excellence in Service - Fundamentals for Employess
Excellence in Service: Establishing Service Standards
Excellence in Service: Working with Upset Customers
Excelling in Your career
Facilitation: Facilitating Challenging Situations
Facilitation: The Effective Facilitator
Facilitation: The Facilitation process
Handling Difficult Co-Workers
Increasing Your Assertiveness
Interpersonal Communication: Effective Communication
Interpersonal Communication: Listening Skills
Interpersonal Communication: Telephone Skills
Interviewing Skills - Preparing for an Interview
Leadership Development - Delegation
Leadership Development - Goal Setting
Leadership Development - Leading the Way

New Title
Introduction to Access 2002
Finding Your Life Balance
Writing with Intention
Communication Skills to Fast Track Your Career
Communication Skills for the Workplace
Instilling Service Excellence: the EXCEL Acronym
Difficult People in the Workplace
The Mechanics of Effective Communication
Effective Interviewing
Participating Effectively in Meetings
Leading an Effective Meeting
Planning Effective Business Meetings
Essentials of Internal Consulting
Communicating a Shared Vision
Evaluating Creative and Innovative Ideas
Generating Creative and Innovative Ideas
Implementing Creative and Innovative Ideas
The Foundations of Creativity and Innovations
Framing the Problem
Foundations of Effective Thinking
Putting Knowledge to Work
Get Your Career on to the Fast Track
The Art of Knowledge Management
The Mentoring Manager
Delivering Successful Presentations
Presenting to Succeed
Delivering Your Message
Competencies for Tomorrow's Managers
Management Development for Tomorrow's Leaders
Effective Interfunctional Relationships
Becoming a Manager
A New Manager's Role in the Company's Future
A New Manager's Responsibilities and Fears
Basic Features of Excel 2002
Building the Service Foundation: Corporate Culture
Customers, Conflict and Confrontation
Advancing Your Service Expertise
Basic Business Skills to Get You on the Fast Track
Facilitating Work Groups and Meetings
The Role of the Facilitator
Facilitative Fundamentals: Techniques and Tools
Working with and Managing Difficult People Simulation
Professional Assertiveness
The Process of Interpersonal Communication
Communication Skills for Leadership
Communication Skills for Resolving Conflict
Hiring Considerations
Delegation: the Personal Approach
Leading through Change
Removing Performance Barriers

Key	Partial match
-----	---------------

Old Title
Leadership Development - Motivation
Managerial Leadership: Leading Through Change
Managerial Leadership: Motivating Employees
Managing Change: Implementing the Change Process
Managing Change: Overcoming Change Obstacles
Managing High Performers: Creating a Retention Strategy
Managing High Performers: Defining and Finding High Performers
Managing High Performers: Implementing Recognition Programs
Managing Performance: Establishing a Performance Plan
Managing Performance: The Performance Appraisal Process
Microsoft Access 2003 Fundamentals
Microsoft Access 2003 Proficient User
Microsoft Excel 2003 Expert Part 1
Microsoft Excel 2003 Expert Part 2
Microsoft Excel 2003 Fundamentals
Microsoft Excel 2003 Proficient User
Microsoft Office 2003 - Introduction to Office 2003
Microsoft Office XP New Features - Part 1
Microsoft Outlook 2003 Fundamentals
Microsoft Outlook 2003 Proficient User
Microsoft PowerPoint 2003 Fundamentals
Microsoft PowerPoint 2003 Proficient User
Microsoft Project 2003 Fundamentals
Microsoft Project 2003 Proficient User
Microsoft Word 2003 Expert Part 1
Microsoft Word 2003 Expert Part 2
Microsoft Word 2003 Fundamentals
Microsoft Word 2003 Proficient User
MS Windows XP Advanced User
MS Windows XP User Fundamentals
Office XP - Planning Collaborative Solutions, Part 1
Organisational Learning: Transferring Knowledge within an Organisation
Project Management: The Fundamentals
Sales Skills Part 1: The Fundamentals
Sales Skills Part 2: Prospecting and Addressing Needs
Sales Skills Part 3: Overcoming Obstacles
Sales Skills Part 4: Gaining Customer Commitment
Sales Skills Part 5: Developing a Winning Strategy
Sales Skills Part 6: Effectively Closing a Sale
Self Development: Improving Your Memory
Self Development: Motivating Yourself to Perform
Stress Management Fundamentals for Employees
Stress Management Fundamentals for Managers
Team Conflict: Overcoming Conflict with Communication
Team Leadership: Developing a High-Performance Team
Time Management - Planning your day
Word 2002: Fundamentals
Active Listening (MVM)
Aggressive and Passive Behaviour (MVM)
Allocating Indirect Costs (MVM)

New Title
Communicating as a Leader
Coaching for Performance
The Leader as a Model
Beginning the Change Process
Managing Through the Change
Retention
Recruiting Successfully
Managing and Rewarding Top Performers
Continuous Performance Assessment
Reviewing Performance
Getting Started with Access 2003
Basic Access 2003 Tables
Advanced Customization in Excel 2003
Advanced Formatting in Excel 2003
Basic Features of Excel 2003
Formatting Data in Excel 2003
Introduction to Microsoft Office 2003
Common Features in Microsoft Office XP
Sending and Receiving Messages in Outlook 2003
Formatting and Managing Messages in Outlook 2003
Creating Basic Presentations using PowerPoint 2003
Slide Layout and Design in PowerPoint 2003
MS Project 2003 Beginning: Creating and Defining a Project
MS Project 2003 Beginning: Specifying and Assigning Resources
Advanced Formatting in Word 2003
Advanced Document Navigation in Word 2003
Getting Started with Word 2003
Working with text and paragraphs in Word 2003
Windows XP: Fundamentals
Introducing Windows XP
New and Enhanced Features for End-Users in Office XP
Knowledge as Capital
Initiating and Planning a Project
Moving from Product Selling to Solution Selling
Power Prospecting
Influencing Your Customer's Decision
Finding the Pain You Can Cure
Presenting Your Solution
Building Relationships for Continuing Success
Goals and Goal Setting
Self-empowerment: Managing from Within
Success Over Stress
Strategies for Better Balance
Getting Past Clashes: Valuing Team Diversity
Effective Team-building Strategies
Developing Good Time-management Habits
Creating Documents in Word 2002
Listening for Comprehension
Professional Assertiveness
Effective Budget Management

Key	Partial match
-----	---------------

Old Title
Are you a leader (MVM)
Care for your customers (MVM)
Cold Calling and Selling by Phone (MVM)
Dealing with a Complaint Assertively (MVM)
Dealing with emergencies (MVM)
Delegation (MVM)
Effective Questioning (MVM)
Ending a Call and Following Up (MVM)
Essential Phone Communication Skills (MVM)
First Impressions (MVM)
Four Additional Assertiveness Skills (MVM)
Giving and Getting Information by Phone (MVM)
Giving Praise and Feedback to your Team (MVM)
Handling Angry Callers (MVM)
Handling Angry Customers (MVM)
Handling Customer Complaints (MVM)
Identifying Budget Variances (MVM)
Improving Safety (MVM)
Improving Working Relationships (MVM)
Inter-Office Communications (MVM)
Interpreting Budget Variances (MVM)
Making Difficult Calls (MVM)
Making your Contribution to a Meeting (MVM)
Making your Point Positively (MVM)
Measuring and Recording Performance (MVM)
Motivating Your Team (MVM)
Preparing a Budget (MVM)
Preparing for a Call (MVM)
Preparing for Customer Contact (MVM)
Safety In Industry (MVM)
Security Procedures (MVM)
Strengthening your position as leader (MVM)
Taking and Leaving Phone Messages (MVM)
Think, Behave and Say it Right (MVM)
Transferring Calls (MVM)
Using a budget to Manage (MVM)
Using Cash Flows to Manage (MVM)
What is a Budget? (MVM)
What is Assertiveness? (MVM)
Who Are your Customers? (MVM)
Why Care for Customers (MVM)
Writing Business Letters (MVM)
Writing Meeting Minutes (MVM)

New Title
Dynamics of Leadership
Instilling Service Excellence: the EXCEL Acronym
Completing Outbound Sales Calls
Overcoming Challenging Service Situations
Emergency Response
The Basics of Delegation
Business Interpersonal Communication Skills Simulation
Effective Telephone Techniques
Effective Telephone Techniques
Effective Telephone Techniques
Assertiveness from the Inside Out
Effective Telephone Techniques
Team Feedback: A Guide
Making Telephone Calls Count
Customers, Conflict and Confrontation
Customers, Conflict and Confrontation
Effective Budget Management
Behavior Based Safety for Supervisors
The Dynamics of Interacting
Workplace Communication Skills
Budgeting and Controlling Costs
Customers, Conflict and Confrontation
Participating Effectively in Meetings
Assertiveness from Inside to Outside
Continuous Performance Assessment
Effective Team-building Strategies
Basics of Budgeting
Telephone Skills for Business Professionals Simulation
Telephone Skills for Business Professionals Simulation
Workplace Safety Orientation
Workplace Security Awareness
Dynamics of Leadership
Effective Telephone Techniques
Assertiveness from Inside to Outside
Effective Telephone Techniques
Budgeting and Controlling Costs
Managing Cash Flows
Basics of Budgeting
Professional Assertiveness
Understanding Your Customer
Advancing Your Service Expertise
Writing with Intention
Writing with Intention

Key	Partial match
-----	---------------