

CAREER DEVELOPMENT	PRODUCT CODE
Advanced Writing skills	SPS/CD/01
Building Your Self Esteem and Assertiveness Skills	SPS/CD/02
Business Etiquettes - Gaining That Extra Edge	SPS/CDE/03
Business Writing That Works	SPS/CD/04
Communication Strategies	SPS/CD/05
Conflict Resolution - Dealing With Difficult People	SPS/CD/06
Customer Service Training - Critical Elements of Customer Service	SPS/CD/07
Getting Your Job Search Started	SPS/CD/08
Public Speaking - Presentation Survival School	SPS/CD/09
Public Speaking - Speaking Under Pressure	SPS/CD/10
Skills for the Administrative Assistant	SPS/CD/11
Speak Easy - Conquering Your Fear of Speaking in Public	SPS/CD/12
The Minute - Taker's Workshop	SPS/CD/13
Time Management - Get Organized for Peak Performance	SPS/CD/14
Working Smarter - Using Technology to your Advantage	SPS/CD/15
Writing Reports and Proposals	SPS/CD/16

HUMAN RESOURCES	PRODUCT CODE
Anger management -Understanding Anger	SPS/HR/01
Building Better Teams	SPS/HR/02
Business Succession Planning - Developing and Maintaining a Succession Plan	SPS/HR/03
Change management - Change and How to Deal With It	SPS/HR/04
Conducting Effective Performance Reviews	SPS/HR/05
Conflict Resolution - Getting Along in the Workplace	SPS/HR/06
Customer Service Training - Managing Customer service	SPS/HR/07
Employee Dispute Resolution - Mediation Through Peer Review	SPS/HR/08
Hiring for Success - Behavioral Interviewing Techniques	SPS/HR/09
Orientation Handbook - Getting Employees off to a Good Start	SPS/HR/10
Performance Management - Managing Employee Performance	SPS/HR/11
Problem Solving and Decision Making	SPS/HR/12
Stress Management	SPS/HR/13

LEADERSHIP	PRODUCT CODE
Advanced Project Management	SPS/LDR/01
Budgets and Managing Money	SPS/LDR/02
Business Leadership - Becoming Management Material	SPS/LDR/03
Coaching - A Leadership Skill	SPS/LDR/04
Delegation - The Art of Delegating Effectively	SPS/LDR/05
Human Resources Training - HR for the Non HR Manager	SPS/LDR/06
Intermediate Project Management	SPS/LDR/07
Inventory Management - The Nuts and Bolts	SPS/LDR/08
Marketing and Sales	SPS/LDR/09
Meeting Management - The Art of Making Meetings Work	SPS/LDR/10
Motivation Training - Motivating Your Workforce	SPS/LDR/11
Negotiating for Results	SPS/LDR/12
Project Management Fundamentals	SPS/LDR/13
Project Management Training - Understanding Project Management	SPS/LDR/14
Team Building - Developing High Performance Teams	SPS/LDR/15
The ABC's of Supervising Others	SPS/LDR/16

SALES AND MARKETING	PRODUCT CODE
Building Relationships for Success in Sales	SPS/SM/01
Call Center Training - Sales and Customer Service Training for Call Center Agents	SPS/SM/02
CRM - An Introduction to Customer Relationship Management	SPS/SM/03
Dynamite Sales Presentation	SPS/SM/04
Sales Training - Overcoming to Nail the Sale	SPS/SM/05
Sales Training - Prospecting for Leads Like a Pro	SPS/SM/06
Sales Training - Selling Smarter	SPS/SM/07
Telemarketing - Using the Telephone as a Sales Tool	SPS/SM/08
TRAIN THE TRAINER	PRODUCT CODE
Advanced Skills for the Practical Trainer	SPS/TTTT/01
Developing Your Training Program	SPS/TTTT/02
Facilitation Skills	SPS/TTTT/03
Survival Skills for the New Trainer	SPS/TTTT/04
The Practical Trainer	SPS/TTTT/05
Using Activities to Make Training Fun	SPS/TTTT/06

WORKPLACE ESSENTIALS	PRODUCT CODE
Business Ethics for the Office	SPS/WPE/01
Diversity Training - Celebrating Diversity in the Workplace	SPS/WPE/02
Generation Gap - Closing the Generation Gap in the Workplace	SPS/WPE/03
Safety in the Workplace	SPS/WPE/04
Workplace Harassment - What It IS and What to do About It	SPS/WPE/05
Workplace Violence - How to Manage Anger and Violence in the Workplace	SPS/WPE/06