

Administrative Professional
Core Competencies

Behavior	Series	Course Title	Course #	Estimated Duration
Project management				
Compliance				
Program creation				
Research integrity				
Grant development				
Training				
Analysis				
Project development				
		Accounting 101		
		Accounting Systems and Closing Activities	FIN0123	2.5
		Achieving Organizational Excellence Through Critical Thinking		
		Critical Thinking Strategies Simulation	PD0250	0.5
		The Role of Critical Thinking in Organizations	PD0251	4
		Developing Fundamental Critical Thinking Skills	PD0252	3
		Strategies for Facilitating Critical Thinking	PD0253	4.5
		Critical Thinking Skills for Managing	PD0254	3.5
		Organizational Scope of Critical Thinking	PD0255	3.5
		Basic Business Math Skills		
		Whole Numbers, Fractions, and Equations	FN0101	4
		Decimals and Percents	FN0102	2
		Ratios, Averages and Graphs	FN0103	2
		Business Writing Essentials		
		Writing to Reach the Audience	COMM0015	3
		The Writing Process	COMM0017	5
		Certified Business Analysis Professional (CBAP)		
		Core Concepts in Business Analysis	cons_01_a01_bs_enus	1.5
		Enterprise Analysis and Making a Business Case	cons_01_a02_bs_enus	2.5
		Introduction to Requirements Planning	cons_01_a03_bs_enus	2
		Requirements Planning and Management	cons_01_a04_bs_enus	2.5
		Eliciting Requirements	cons_01_a05_bs_enus	3.5
		Competitive Marketing Strategies		
		Competitive Strategies for a New Marketplace	MKT0231	2.5
		Surpassing the Competition	MKT0232	3
		Creating High-performance On-site and Virtual Teams		
		Leading Successful On-site Teams	TEAM0152	5
		Leading Virtual Teams	TEAM0153	5
		Essential Skills for Tomorrow's Managers		
		The Manager as Project Champion	MGMT0114	4.5
		Field Sales Skills		
		Planning Your Field Sales Approach	SALE0102	4.5
		Finance Fundamentals for non-Finance Professionals		
		Principles of Financial Management	FIN0151	4
		Managing Cash Flows	FIN0153	2.5
		Understanding Financial Statements	FIN0154	3.5
		How to Write a Business Case		
		Presenting Your Case	STGY0216	2.5
		Making Teams Work: Capitalizing on Conflict		
		Analyzing Workplace War Zones	TEAM0212	2.5
		Managing Customer-Driven Process Improvement		

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		Managing Customer-Driven Process Improvement Simulation	OPER0120	0.5
		Why Customer Driven?	OPER0121	2.5
		Identifying What the Customer Wants	OPER0122	3
		Translating Requirements into Process Goals	OPER0123	3.5
		Understanding Processes	OPER0124	2.5
		Implementing Improvements	OPER0125	2.5
		Managing Process Improvements	OPER0126	3
		Managing Software Project Outsourcing		
		Planning the Outsourcing Deal	232202_ENG	1.75
		Determining Project Quality Standards and Milestones	232224_ENG	2.75
		Measuring Project Outsourcing Success	232292_ENG	3
		Making the Right Outsourcing Decision	232192_ENG	2.25
		The Outsourcing Project	232209_ENG	3.25
		Mentoring Assets		
		Mentoring Certified Associate in Project Management (CAPM) PMBOK Guide Third Edition Aligned	mntcapm3ed	0
		Mentoring Project Management Professional (PMP) PMBOK Guide Third Edition Aligned	mntpmp3ed	0
		Moving From an Operational Manager to a Strategic Thinker		
		Planning and Implementing a Business Strategy	stgy_01_a04_bs_enus	2.5
		Moving from Technical Professional to Management		
		Process Management Skills	MGMT0123	4.5
		Moving into a Management Role		
		Becoming a Manager	MGMT0001	6
		Lead and Communicate Effectively as a New Manager	MGMT0003	6
		A New Manager's Role in the Company's Future	MGMT0004	5.5
		Negotiating to Win: Getting the Results You Want		
		The Negotiation Process	COMM0503	2.5
		Practical Budgeting for Managers		
		The Basics of Budgeting	FIN0261	4.5
		Problem-solving and Decision-making for Business		
		Creative Problem Solving and Effective Thinking (Simulation)	PD0230	0.5
		Foundations of Effective Thinking	PD0231	3.5
		Framing the Problem	PD0232	3
		Generating Alternatives in Problem Solving	PD0233	2.5
		Dynamic Decision Making	PD0234	2.5
		Implementing and Evaluating a Decision	PD0235	3
		Problem Solving and Decision Making in Groups	PD0236	2.5
		Rational Problem Solving and Decision-making Simulation	PD023S	0.5
		Product Management Essentials		
		Introduction to Product Management	MKT0241	2
		Developing a New-product Strategy	MKT0242	2
		Program Management (PMI Standard-aligned)		
		Introduction to Program Management	proj_02_a01_bs_enus	2
		Program Lifecycle and Organization	proj_02_a02_bs_enus	2.5
		Program Management Processes and the Initiating Process Group	proj_02_a03_bs_enus	1.5
		Program Planning	proj_02_a04_bs_enus	2.5

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Behavior	Series	Course Title	Course #	Estimated Duration
		The Execution Process Group	proj_02_a05_bs_enus	1.5
		Monitoring, Controlling, and Closing Programs	proj_02_a06_bs_enus	2
		Project Communications Management (PMBOK® Guide - Third Edition-aligned)		
		Project Communications Management Simulation	PROJ0580	0.5
		Communications Planning and Information Distribution	PROJ0581	2.5
		Performance Reporting and Stakeholder Management	PROJ0582	2
		Project Human Resource Management (PMBOK® Guide - Third Edition-aligned)		
		Project Human Resources Management Simulation	PROJ0570	0.5
		Elements of Project Human Resource Management	PROJ0571	1.5
		Implementing Project Human Resource Management	PROJ0572	3
		Project Integration Management (PMBOK® Guide - Third Edition-aligned)		
		Initiating a Project and Preparing the Project Plan	PROJ0521	2.5
		Project Integration: Executing and Completing a Project	PROJ0522	2
		Project Management Essentials - (PMBOK® Guide - Third Edition-aligned)		
		Project Management Essentials	BLTPR051	0
		Project Management Essentials Simulation	PROJ0510	0.5
		An Introduction to Project Management (PMBOK-Third Edition aligned)	PROJ0511	2.5
		Project Lifecycles and Stakeholders	PROJ0512	2
		Introduction to Project Process Groups and Initiating a Project	PROJ0513	1.5
		Project Planning	PROJ0514	2.5
		Executing, Monitoring & Controlling, and Closing a Project	PROJ0515	1.5
		Project Management for IT Professionals		
		Project IT Management Simulation - The Early Stages	PROJ0350	0.5
		Functions of IT Project Management	PROJ0352	4.5
		Managing the Execution and Control of IT Projects	PROJ0354	5.5
		Project Management for Non-Project Managers		
		Initiating and Planning a Project	proj_01_a03_bs_enus	2
		Managing a Project	proj_01_a04_bs_enus	2.5
		Project Procurement Management (PMBOK® Guide - Third Edition-aligned)		
		Project Procurement Management Simulation	PROJ0600	0.5
		Planning Project Procurement and Requesting Seller Responses	PROJ0601	2.5
		Choosing Sellers and Administering and Closing Contracts	PROJ0602	2.5
		Project Quality Management (PMBOK® Guide - Third Edition-aligned)		
		Planning for Quality	PROJ0561	2
		Performing Quality Assurance and Control	PROJ0562	2.5
		Project Risk Management (PMBOK® Guide - Third Edition-aligned)		
		Planning and Identifying Project Risk	PROJ0591	2.5
		Analyzing Project Risk	PROJ0592	2
		Responding to and Controlling Project Risk	PROJ0593	2.5
		Project Scope Management (PMBOK® Guide - Third Edition-aligned)		
		Planning Project Scope	PROJ0531	1.5
		Controlling Project Scope	PROJ0532	2
		Project Time Management (PMBOK® Guide - Third Edition-aligned)		
		Elements of Project Time Management	PROJ0541	2.5
		Project Scheduling	PROJ0542	3
		Six Sigma Black Belt: Design for Six Sigma Black Belt		

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		Special Design Tools	oper_02_a05_bs_enus	<u>2</u>
		Six Sigma: Champion Training		
		Six Sigma Projects and Project Teams	oper_03_a03_bs_enus	<u>2.5</u>
		Managing and Deploying Six Sigma	oper_03_a04_bs_enus	<u>3.5</u>
		Strategic IT Planning		
		Strategic IT Planning Simulation	STGY0220	<u>0.5</u>
		Setting the Stage for IT Success	STGY0221	<u>2.5</u>
		Strategic Decision Making	STGY0222	<u>1.5</u>
		IT Challenges: Present and Future	STGY0223	<u>2.5</u>
		Strategic Marketing in Action		
		Marketing Management	MKT0207	<u>4</u>
		Strategic Project Management for IT Projects		
		Final Exam: Strategic Project Management for IT Projects	fe0014_eng	<u>0</u>
		Strategic Project Management for IT Projects Simulation	PROJ0360	<u>0.5</u>
		Strategic Planning and Positioning for IT Projects	PROJ0361	<u>5</u>
		Strategic Approaches to Managing IT Projects	PROJ0362	<u>5</u>
		Estimating the IT Project Work Effort	PROJ0363	<u>5.5</u>
		IT Project Leadership, Authority & Accountability	PROJ0364	<u>6</u>
		Managing Multiple IT Projects	PROJ0365	<u>5.5</u>
		Cost Management and IT Project Trade-offs	PROJ0366	<u>4.5</u>
		Systems Thinking in the 21st Century		
		What is Systems Thinking?	STGY0401	<u>2.5</u>
		Systems-thinking Models and Thinking Skills	STGY0403	<u>2.5</u>
		System Archetypes	STGY0404	<u>3</u>
		Taking Systems Thinking into Your Personal Life	STGY0407	<u>3</u>
		The Effective Administrative Support Professional		
		Administrative Functions	ADM0104	<u>3</u>
		Using Financial Statements (co-Developed with Wharton)		
		Analyzing Cash Flow	FIN0255	<u>4.5</u>
		Working More Effectively - Taking Control of Your Time		
		Working More Effectively Simulation	PD0150	<u>0.5</u>
		You and Your Time	PD0151	<u>5</u>
		Techniques for Better Time Management	PD0152	<u>5</u>
		Developing Good Time Management Habits	PD0153	<u>4.5</u>
		Working without a Net - The Business of Risk		
		Working without a Net: Decisions Simulation	PD0240	<u>0.5</u>
		Decisions and Risk	PD0243	<u>2</u>
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		HR Compliance		
		Antitrust--Overview	LCO0101	<u>1</u>
		Antitrust--Talking with the Competition	LCO0102	<u>1</u>
		Antitrust-Trade Associations	LCO0103	<u>1</u>
		Conflict of Interest	LCO0105	<u>1.5</u>
		E-mail and Internet Use	LCO0106	<u>1</u>
		Foreign Corrupt Practices Act	LCO0108	<u>1</u>
		Intellectual Property Overview	LCO0109	<u>1.5</u>
		Trade Secrets	LCO0111	<u>2</u>
		Americans with Disabilities Act (ADA)	LCO0112	<u>1</u>
		Attorney-Client Privilege	LCO0113	<u>1</u>

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		Doing Business on the Internet	LCO0114	<u>1.5</u>
		Doing Business with the Government	LCO0115	<u>1.5</u>
		Fair Labor Standards Act (FLSA)	LCO0116	<u>1.5</u>
		Insider Trading	LCO0117	<u>1.5</u>
		Interviewing and Hiring Practices	LCO0118	<u>1</u>
		Record Retention	LCO0119	<u>1</u>
		Independent Contractors and Temporary Employees	LCO0121	<u>1.5</u>
		The Sarbanes-Oxley Act of 2002	LCO0122	<u>1</u>
		Union Awareness	LCO0123	<u>2</u>
		Family Medical Leave Act (FMLA)	HR0154	<u>3</u>
		Equal Employment Opportunity (EEO)	HR0155	<u>2.5</u>
		Rightful Termination	HR0157	<u>1.5</u>
		Documenting Discipline	HR0162	<u>2.5</u>
		Drug-free Workplace	HR0164	<u>4</u>
		Sarbanes Oxley: Whistleblower Protection	HR0172	<u>1.5</u>
		Code of Conduct Awareness	lchr_01_a01_lc_enus	<u>1</u>
		Workplace Ethics	lchr_01_a02_lc_enus	<u>1</u>
		Workplace Diversity Awareness	lchr_01_a03_lc_enus	<u>1</u>
		Anti Money Laundering	lchr_01_a05_lc_enus	<u>1</u>
		Ethical Decision Making	LCO0100	<u>0.5</u>
		Conflict of Interest	LCO010S	<u>0.5</u>
		Illegal Insider Trading Simulation	LCO011S	<u>0.5</u>
		Workplace Diversity Awareness	LCHR001A	<u>0</u>
		Harassment		
		Employee Sexual Harassment Awareness	lch_01_a01_lc_enus	<u>1</u>
		Supervisor and Manager Sexual Harassment Awareness	lch_01_a02_lc_enus	<u>2.5</u>
		Harassment in the Workplace	lch_01_a03_lc_enus	<u>1</u>
		Dealing with Sexual Harassment Simulation	LCO0200	<u>0.5</u>
		Managing Sexual Harassment Problems Simulation	LCO020S	<u>0.5</u>
		Managing Workplace Harassment Complaints	LCO020T	<u>0.5</u>
		Interviewing and Hiring Practices	LCO0110	<u>0.5</u>
		HIPAA		
		HIPAA Privacy Rules	LCO0301	<u>1</u>
		HIPAA: Electronic Health Data Transactions	HR0191	<u>1.5</u>
		HIPAA: Evaluating the Impact of the Privacy Rule	HR0192	<u>2</u>
		HIPAA: Implementing Privacy Rules	HR0193	<u>1.5</u>
		HIPAA: Securing Protected Health Information	HR0194	<u>2</u>
		Federal Government Legal Compliance		
		The No FEAR Act	fgov_01_a01_bs_enus	<u>1</u>
		IT Security Awareness	fgov_01_a02_bs_enus	<u>1</u>
		The US Constitution	fgov_01_a03_bs_enus	<u>1</u>
		Sexual Harassment Prevention for Federal Employees	fgov_01_a04_bs_enus	<u>1</u>
		Accessibility and Section 508 Awareness	fgov_01_a05_bs_enus	<u>1</u>
		Workplace Safety	fgov_01_a06_bs_enus	<u>1</u>
		Federal Enterprise Architecture	fgov_01_a07_bs_enus	<u>1</u>
		Federal Budgeting Process	fgov_01_a08_bs_enus	<u>1</u>
		Government Ethics	fgov_01_a09_bs_enus	<u>1</u>
		Proper Use of Government Charge Cards	fgov_01_a10_bs_enus	<u>1</u>
		Human Resources Flexibilities	fgov_01_a11_lc_enus	<u>1.5</u>