

Internal Auditor  
Core Competencies

Behavior	Series	Course Title	Course #	Estimated Duration
Plan scope, define procedures, prepare survey and other documentation, establish time budget for project, Analyze and interpret rules, regulations, laws, and codes of authoritative literature (i.e. federal, state,				
<b>Advanced Skills for Administrative Support Professionals</b>				
		Advanced Administrative Support Simulation	<a href="#">ADM0110</a>	<u>0.5</u>
		Behavior: Putting Your Best Foot Forward	<a href="#">ADM0111</a>	<u>4</u>
		Managing Yourself and Those Around You	<a href="#">ADM0112</a>	<u>4</u>
		Partnering with Your Boss	<a href="#">ADM0113</a>	<u>3</u>
		Communicating with Power and Confidence	<a href="#">ADM0114</a>	<u>3</u>
<b>Assertive Communication</b>				
		Assertive Communication Simulation	<a href="#">COMM0170</a>	<u>0.5</u>
		Professional Assertiveness	<a href="#">COMM0171</a>	<u>3</u>
		Assertiveness from the Inside Out	<a href="#">COMM0172</a>	<u>3</u>
<b>Building Better Work Relationships</b>				
		Building Effective Interfunctional Relationships	<a href="#">COMM0191</a>	<u>2.5</u>
<b>Delegation Skills</b>				
		Effective Delegation Simulation	<a href="#">MGMT0260</a>	<u>0.5</u>
		Delegation Basics	<a href="#">MGMT0261</a>	<u>2</u>
		The Personal Approach in Delegation	<a href="#">MGMT0262</a>	<u>2.5</u>
		Managing the Delegated Environment	<a href="#">MGMT0263</a>	<u>5</u>
<b>Effective Listening Skills</b>				
		Effective Listening Skills Simulation	<a href="#">COMM0150</a>	<u>0.5</u>
		The Basics of Listening	<a href="#">COMM0151</a>	<u>2.5</u>
		Listening for Comprehension	<a href="#">COMM0152</a>	<u>5</u>
		Listening for Higher Purposes	<a href="#">COMM0153</a>	<u>3</u>
		Enhancing Your Listening Skills	<a href="#">COMM0154</a>	<u>3</u>
<b>Email Essentials</b>				
		E-mail and Organizational Communication	<a href="#">COMM0233</a>	<u>2.5</u>
<b>Fast-tracking Your Career</b>				
		Basic Business Skills to Get You on the Fast Track	<a href="#">PD0132</a>	<u>2.5</u>
<b>Getting Results Without Authority</b>				
		Getting Results through Communication	<a href="#">COMM0515</a>	<u>3</u>
<b>Going from Management to Leadership</b>				
		The Mark of a Leader	<a href="#">LEAD0141</a>	<u>4.5</u>
<b>How to Excel at Customer Service</b>				
		Instilling Service Excellence: the EXCEL Acronym	<a href="#">CUST0107</a>	<u>7.5</u>
<b>Interpersonal Communication Skills for Business</b>				
		Interpersonal Communication Skills for Business Blended Learning Toolkit	<a href="#">BLTCO000</a>	<u>0</u>
		Communication Skills for the Workplace	<a href="#">COMM0003</a>	<u>4.5</u>
		Communicate for Results	<a href="#">COMM0004</a>	<u>5</u>
		Interpersonal Communication Skills for Business Simulation	<a href="#">COMM000S</a>	<u>0.5</u>
		Interpersonal Communication Skills for Teams Simulation	<a href="#">COMM000T</a>	<u>0.5</u>
<b>ISO 9000:2000 Overview</b>				

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		Customer Satisfaction Through Resource Management	<a href="#">OPER0404</a>	<u>2.5</u>
		<b>Leadership Skills for Women</b>		
		Leadership Skills for Women Simulation	<a href="#">LEAD0130</a>	<u>0.5</u>
		Building Your Support System	<a href="#">LEAD0132</a>	<u>3.5</u>
		<b>Managing Software Project Outsourcing</b>		
		Planning the Outsourcing Deal	<a href="#">232202_ENG</a>	<u>1.75</u>
		Determining Project Quality Standards and Milestones	<a href="#">232224_ENG</a>	<u>2.75</u>
		<b>Mentoring Assets</b>		
		Mentoring Certified Associate in Project Management (CAPM) PMBOK Guide Third Edition Aligned	<a href="#">mntcapm3ed</a>	<u>0</u>
		Mentoring Project Management Professional (PMP) PMBOK Guide Third Edition Aligned	<a href="#">mntpmp3ed</a>	<u>0</u>
		<b>Mentoring Essentials</b>		
		Achieving Success with the help of a Mentor	<a href="#">MGMT0255</a>	<u>3.5</u>
		<b>Moving from Technical Professional to Management</b>		
		Communication Skills for Successful Management	<a href="#">MGMT0122</a>	<u>3</u>
		<b>Moving into a Management Role</b>		
		Moving into a Management Role Blended Learning Toolkit	<a href="#">BLTMG000</a>	<u>0</u>
		Becoming a Manager	<a href="#">MGMT0001</a>	<u>6</u>
		A New Manager's Responsibilities and Fears	<a href="#">MGMT0002</a>	<u>6</u>
		Lead and Communicate Effectively as a New Manager	<a href="#">MGMT0003</a>	<u>6</u>
		A New Manager's Role in the Company's Future	<a href="#">MGMT0004</a>	<u>5.5</u>
		Moving into Management Simulation	<a href="#">MGMT000S</a>	<u>0.5</u>
		Leadership in Management Simulation	<a href="#">MGMT000T</a>	<u>0.5</u>
		<b>Negotiating to Win: Getting the Results You Want</b>		
		When the Going Gets Tough	<a href="#">COMM0506</a>	<u>2.5</u>
		<b>Product Management Essentials</b>		
		Introduction to Product Management	<a href="#">MKT0241</a>	<u>2</u>
		<b>Project Cost Management (PMBOK® Guide -Third Edition-aligned)</b>		
		Estimating Activity Costs	<a href="#">PROJ0551</a>	<u>1.5</u>
		Budgeting and Controlling Costs	<a href="#">PROJ0552</a>	<u>2</u>
		<b>Project Management for Non-Project Managers</b>		
		Managing a Project	<a href="#">proj_01_a04_bs_enus</a>	<u>2.5</u>
		<b>Project Time Management (PMBOK® Guide - Third Edition-aligned)</b>		
		Elements of Project Time Management	<a href="#">PROJ0541</a>	<u>2.5</u>
		<b>Recruiting &amp; Retention Strategies for the Tight Labor Market</b>		
		Recruiting for the 21st Century: Strategies	<a href="#">HR0222</a>	<u>4</u>
		<b>Selling at the Executive Level</b>		
		Strategic Planning	<a href="#">SALE0222</a>	<u>3.5</u>
		<b>Strategic Account Sales Skills</b>		
		The Strategic Account Sales Approach	<a href="#">SALE0131</a>	<u>3</u>
		<b>The Effective Administrative Support Professional</b>		

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		Effective Administrative Support Professional Simulation	<a href="#">ADM0100</a>	<u>0.5</u>
		Getting Started--The Administrative Support Professional	<a href="#">ADM0101</a>	<u>3</u>
		Overview to Effective Business Communication	<a href="#">ADM0102</a>	<u>3</u>
		Using Effective Business Communication	<a href="#">ADM0103</a>	<u>2</u>
		<b>The Successful Facilitator</b>		
		Facilitating Challenging Situations	<a href="#">MGMT0274</a>	<u>5</u>
		<b>Working More Effectively - Taking Control of Your Time</b>		
		Working More Effectively Simulation	<a href="#">PD0150</a>	<u>0.5</u>
		You and Your Time	<a href="#">PD0151</a>	<u>5</u>
		Techniques for Better Time Management	<a href="#">PD0152</a>	<u>5</u>
		Developing Good Time Management Habits	<a href="#">PD0153</a>	<u>4.5</u>