



## COURSE DIRECTORY

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■ **Fundamentals of Business Law**

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■ **Six Sigma Team Implementation**

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Motivating a Winning Sales Team .....	SALE0153
Communicating in Sales Teams .....	SALE0154
Sales Team Management Simulation .....	SALE0150

### ■ Selling at the Executive Level

Prepare for Success .....	SALE0221
Strategic Planning .....	SALE0222
Progressing through the Complex Sale .....	SALE0223
Presenting Your Proposition .....	SALE0224
Negotiating to Mutual Benefit .....	SALE0225
From Executive-level Sale to Strategic Partnership.....	SALE0226
Preparing for the Executive-level Sale Simulation.....	SALE0220

Progressing through the Complex Sale Simulation .....	SALE022S
Closing Executive-level Sales Simulation .....	SALE022T
Selling at the Executive Level Blended Learning Toolkit.....	BLTSA022

### ■ SalesUniversity Sales Orientation: Professional Selling in the Knowledge Economy

The Profession of Selling .....	SALE0401
Professional Selling in the Knowledge Economy .....	SALE0402
Professional Selling in the Knowledge Economy Simulation .....	SALE0400

### ■ SalesUniversity Sales Math 101: Developing a Sales Plan for Success

Sales Math 101: Developing a Sales Plan for Success .....	SALE0411
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### ■ SalesUniversity Sales Manufacturing: A Success Model

Sales Manufacturing (TM): Identifying Sales Opportunities.....	SALE0421
Sales Manufacturing (TM): Sales Production .....	SALE0422
Sales Manufacturing: Opportunity Development Simulation.....	SALE0420

### ■ SalesUniversity Communication 101

Sales Communications Foundations .....	SALE0431
Sales Communications Essentials .....	SALE0432
Telesales Communications .....	SALE0433
Sales Communication Techniques Simulation .....	SALE0430

## SALES AND CUSTOMER FACING SKILLS

### CUSTOMER SERVICE CURRICULUM

### ■ HDI - Customer Support Specialist, Professionalism

The Customer Support Specialist (CSS) ... cust_01_a01_bs_enus Support Center Services .....	cust_01_a02_bs_enus
Establishing Team and Customer Relationships .....	cust_01_a03_bs_enus
Customer Support Specialist Professionalism Simulation .....	CUST001A

## ■ HDI - Customer Support Specialist

Interacting with the Customer .....	cust_02_a01_bs_enus
Effective Communication Skills .....	cust_02_a02_bs_enus
Managing Conflict, Stress, and Time .....	cust_02_a03_bs_enus
Customer Support Specialist Simulation .....	CUST002A

## ■ HDI - Customer Support Specialist, Process

Customer Service Procedures .....	cust_03_a01_bs_enus
Managing the Quality of the Customer Support Service Center .....	cust_03_a02_bs_enus
Management Tools and Metrics .....	cust_03_a03_bs_enus

## ■ Excelling at Customer Service

Corporate Culture: Building the Service Foundation.....	cust_05_a01_bs_enus
The Fundamentals of Exceptional Customer Service.....	cust_05_a02_bs_enus
The Customer's Voice .....	cust_05_a03_bs_enus
Advancing Service Expertise .....	cust_05_a04_bs_enus
Customers, Confrontation and Conflict ....	cust_05_a05_bs_enus
Overcoming Difficult Service Situations ..	cust_05_a06_bs_enus
The EXCEL Acronym: Instilling Service Excellence.....	cust_05_a07_bs_enus
Service Teams and Service Stars .....	cust_05_a08_bs_enus
Excel at Customer Service Simulation .....	CUST005A
Providing Customer Service Simulation .....	CUST005B

## ■ How to Excel at Customer Service

Building the Service Foundation: Corporate Culture.....	CUST0101
Fundamentals of Exceptional Customer Service .....	CUST0102
The Voice of the Customer .....	CUST0103
Advancing Your Service Expertise .....	CUST0104
Customers, Conflict and Confrontation .....	CUST0105
Overcoming Challenging Service Situations .....	CUST0106
Instilling Service Excellence: the EXCEL Acronym.....	CUST0107
Service Stars and Service Teams .....	CUST0108
Excelling at Customer Service Simulation .....	CUST0100
Customer Service Simulation .....	CUST010S
How to Excel at Customer Service .....	BLTCU010

## ■ Frontline Call Center Skills

The Call Center Industry .....	CUST0111
Call Center Communication Skills .....	CUST0112

Call Center Customer Service .....	CUST0113
Call Center Telephone Sales .....	CUST0114
Frontline Call Center Skills Simulation .....	CUST0110

## ■ Measuring Customer Satisfaction

Discovering What Your Customers Want .....	CUST0131
Developing Customer Satisfaction Surveys .....	CUST0132
Customer Satisfaction: Analysis and Implementation.....	CUST0133
Measuring Customer Satisfaction Simulation .....	CUST0130

## ■ Internal Customer Service

Excellence in Internal Customer Service .....	CUST0141
Working With Internal Customers .....	CUST0142
Overcoming Internal Customer Service Problems.....	CUST0143
Internal Customer Service: Conflict and Complaints Simulation.....	CUST0140

## ■ Internal Customer Service Agent Skills

The Customer Service Agent in Action .....	CUST0151
Professional Skills for Customer Service Agents .....	CUST0152
Managing Challenges in Customer Service .....	CUST0153
Cross-selling in a Customer Service Call .....	CUST0154
Customer Service Agent Skills Simulation .....	CUST0150

## ■ Technical Support Agent Skills

The Contact Center and Technical Support Agent.....	CUST0161
Technical Support Essentials .....	CUST0162
Assessing Customer Behavior .....	CUST0163
Technical Support Agent Survival Skills .....	CUST0164
Technical Support Agent Skills Simulation .....	CUST0160

## ■ Managing A Customer-Focused Department

Identifying Your Customer's Expectations .....	CUST0171
Using Surveys to Measure Customer Satisfaction.....	CUST0172
Bridge The Expectations Gap .....	CUST0173
Leading A Customer-Focused Team .....	CUST0174
Managing a Customer-focused Department Simulation.....	CUST0170

## ■ IT Infrastructure Library (ITIL) Foundations V3

ITIL V3 - ITIL and the Service Lifecycle .....	ib_ital_a01_it_enus
ITIL V3 - Service Strategy Fundamentals .....	ib_ital_a02_it_enus
ITIL V3 - Service Strategy Processes .....	ib_ital_a03_it_enus
ITIL V3 - Service Design Fundamentals .....	ib_ital_a04_it_enus
ITIL V3 - Service Design Processes .....	ib_ital_a05_it_enus
ITIL V3 - Service Transition Processes and Principles .....	ib_ital_a06_it_enus
ITIL V3 - Service Operation Principles and Functions .....	ib_ital_a07_it_enus
ITIL V3 - Service Operation Processes .....	ib_ital_a08_it_enus
ITIL V3 - Continual Service Improvement Fundamentals .....	ib_ital_a09_it_enus

## ■ IT Infrastructure Library (ITIL) Foundations

ITIL: The Service Desk and Incident Management .....	CUST0181
ITIL: Configuration and Release Management .....	CUST0182
ITIL: Service Level and Capacity Management .....	CUST0183
ITIL: Problem and Change Management .....	CUST0184
ITIL: Continuity and Availability Management .....	CUST0185
ITIL: Financial and Security Management .....	CUST0186

## ■ Inbound Call Center Management

The Inbound Call Center .....	CUST0211
Inbound Call Center Management: Leadership .....	CUST0212
Inbound Call Centers: People Management .....	CUST0213
Inbound Call Center Technology .....	CUST0214
Performance Metrics for an Inbound Call Center .....	CUST0215

## ■ Mentoring Assets

Mentoring Information Technology Infrastructure Library Foundations (ITIL) .....	mntitilfv1
Mentoring hdo-400 HDI Customer Support Specialist (CSS) .....	mnthdo400
Mentoring ITIL V3 Foundation (ITV3F) .....	mntitv3f

## ■ TestPreps

Information Technology Infrastructure Library Foundations (ITIL) .....	TPITILFV1_ENG
ITIL V3 Foundation (ITV3F) .....	TPITV3F_ENG

## SALES AND CUSTOMER FACING SKILLS

## CONSULTING SKILLS

### ■ Consulting with the External Client

Essentials of External Consulting .....	CONS0111
The Client-Consultant Relationship .....	CONS0112
Diagnosing and Planning .....	CONS0113
Managing Delivery .....	CONS0114
Evaluation and Review .....	CONS0115
Consulting with the External Client Simulation .....	CONS0110

### ■ Consulting with the Internal Client

Essentials of Internal Consulting .....	CONS0121
Internal Consulting Skills .....	CONS0122
Establishing a Relationship with Internal Clients .....	CONS0123
A Workable Solution for Internal Clients .....	CONS0124
Evaluating Internal Assignments .....	CONS0125
Consulting with the Internal Client Simulation .....	CONS0120

### ■ Internal Consulting for the Technical Professional

The Technical Professional as Internal Consultant .....	CONS0131
Creating Effective Contracts .....	CONS0132
Using Data as a Technical Professional Consultant .....	CONS0133
Resistance and Technical Professional Consultants .....	CONS0134

## SALES AND CUSTOMER FACING SKILLS

### INDUSTRY FOUNDATIONS

### ■ Industry Overviews

The Automotive Industry Overview .....	indo_01_a01_bs_enus
The Oil and Gas Industry Overview .....	indo_01_a02_bs_enus
The Pharmaceutical Industry Overview .....	indo_01_a03_bs_enus
The Food and Beverage Industry Overview .....	indo_01_a04_bs_enus
The Health Care Industry Overview .....	indo_01_a05_bs_enus
The Banking Industry Overview .....	indo_01_a06_bs_enus
The Manufacturing Industry Overview .....	indo_01_a07_bs_enus
The Retail Industry Overview .....	indo_01_a08_bs_enus
The Telecommunications Industry Overview .....	indo_01_a09_bs_enus

The Insurance Industry Overview: Version 2 indo\_01\_a10\_bs\_enus

## ■ Industry Overview Series

Industry Overview: Information Technology indo\_02\_a11\_bs\_enus

Industry Overview: Federal Government . indo\_02\_a12\_bs\_enus

## SALES AND CUSTOMER FACING SKILLS

### TESTPREPS

## ■ TestPreps

HDI Customer Support Specialist .....TPHDO400\_ENG

## NETG BUSINESS

### COMMUNICATION

## ■ Communication Skills Curriculum

Organizational Communication: The Fundamentals..... en\_US\_45241\_ng

Organizational Communication: Communicating in the Workplace..... en\_US\_45242\_ng

Organizational Communication: Managing Communication ..... en\_US\_45243\_ng

Advanced Business Communication: Guidelines for Effective Communication ..... en\_US\_45271\_ng

Advanced Business Communication: Business Writing for Results ..... en\_US\_45272\_ng

Advanced Business Communication: Effective Business Communication ..... en\_US\_45273\_ng

## NETG BUSINESS

### CUSTOMER SERVICE

## ■ Customer Service Curriculum

Customer Relationship Management: Fundamentals of CRM..... en\_US\_44031\_ng

Customer Relationship Management: Implementing CRM..... en\_US\_44032\_ng

Customer Relationship Management: eCRM . en\_US\_44033\_ng

## NETG BUSINESS

### ECONOMICS

## ■ Economics Curriculum

Economics: Basic Concepts in Microeconomics en\_US\_48812\_ng

Economics: Products and Markets .....en\_US\_48813\_ng

Economics: Foundations of Macroeconomics .en\_US\_48814\_ng

## NETG BUSINESS

### GOVERNMENT

## ■ Government Curriculum

Government Contracting: Overview of Government Contracts.....en\_US\_49921\_ng

Government Contracting: Working with Government Contracts.....en\_US\_49922\_ng

## NETG BUSINESS

### HUMAN RESOURCES & WORKPLACE ISSUES

## ■ German Laws for Equality of Treatment

AGG (GETA) - Information for Employees .....KN00012218\_ng

AGG (GETA) - Information for Management .KN00012219\_ng

## ■ Knowledge Management Curriculum

Organizational Learning: Developing a Knowledge Management System .....en\_US\_44601\_ng

Organizational Learning: Transferring Knowledge within an Organization.....en\_US\_44602\_ng

Organizational Learning: Deploying a Knowledge Management System .....en\_US\_44603\_ng

E-Learning Essentials Pt. 1: E-Learning and Successful Strategy.....en\_US\_48301\_ng

E-Learning Essentials Pt. 2: Marketing Your Solution .....en\_US\_48302\_ng

E-Learning Essentials Pt. 3: Deploying and Measuring Your Solution .....en\_US\_48303\_ng

## ■ Human Resources Curriculum

Exit Interviewing Skills: Preparing for an Exit Interview.....en\_US\_47014\_ng

Exit Interviewing Skills: Conducting an Exit Interview .....en\_US\_47015\_ng

Exit Interviewing Skills: The Termination Process .....en\_US\_47016\_ng

## NETG BUSINESS

## MANAGEMENT AND LEADERSHIP

### ■ Management Curriculum

Business Case: Preparing .....	en_US_41095_ng
Organizational Behavior: Organizational Dynamics for Individuals .....	en_US_41101_ng
Organizational Behavior: Organizational Group Dynamics.....	en_US_41102_ng
Organizational Behavior: The Organizational System .....	en_US_41103_ng
Managing the Expert: Understanding Experts	en_US_41201_ng
Managing the Expert: Developing a Successful Environment .....	en_US_41202_ng
Managing the Expert: Managing the Unique Needs of Experts.....	en_US_41203_ng
Managing High Performers: Creating a Retention Strategy .....	en_US_41221_ng
Managing High Performers: Defining and Finding High Performers .....	en_US_41222_ng
Managing High Performers: Implementing Recognition Programs .....	en_US_41223_ng
Balanced Scorecard: Corporate Strategy .....	en_US_41401_ng
Balanced Scorecard: Implementing .....	en_US_41402_ng
Balanced Scorecard: Measuring Business Objectives.....	en_US_41403_ng
Talent Management: Knowing Talent .....	en_US_41411_ng
Talent Management: Selecting Talent .....	en_US_41412_ng
Talent Management: Developing Talent .....	en_US_41413_ng
Remote Manager Practices - Hiring a Telecommuting Employee.....	en_US_41416_ng
Remote Manager Practices - Communicating with Employees .....	en_US_41417_ng
Remote Manager Practices - Motivating Employees .....	en_US_41418_ng
Remote Manager Practices- Monitoring Employee Performance.....	en_US_41419_ng
Remote Manager Practices- Delivering Performance Evaluations .....	en_US_41420_ng
Remote Manager Practices- Managing Poor Performance.....	en_US_41421_ng

### ■ Leadership Curriculum

Goal Setting: Reaching Individual Goals .....	en_US_46031_ng
Goal Setting: Goal Setting Tools for Managers .....	en_US_46032_ng
Goal Setting: Organizational Goal Setting .....	en_US_46033_ng
Executive Level Leadership: Becoming an Executive Leader.....	en_US_46204_ng

Executive Level Leadership: Change and the Executive Leader.....	en_US_46205_ng
Executive Level Leadership: Leadership and Communication .....	en_US_46206_ng

## NETG BUSINESS

### OPERATIONS

#### ■ Operations Curriculum

Quality Management: The Quality Management Process .....	en_US_44711_ng
Quality Management: Quality Management Tools	en_US_44712_ng
Quality Management: Business Process Improvement .....	en_US_44713_ng
Operations Management: Fundamentals of Operations Management.....	en_US_44721_ng
Operations Management: Operations Components	en_US_44722_ng
Operations Management: Operations Management Tools.....	en_US_44723_ng
ISO 9001: 2000: Overview of Standards .....	en_US_44731_ng
ISO 9001: 2000: Implementing Standards .....	en_US_44732_ng
ISO 9001: 2000: The Auditing Process .....	en_US_44733_ng
Total Quality Management: Fundamentals .....	en_US_44851_ng
Total Quality Management: Principles .....	en_US_44852_ng
Total Quality Management: Implementation and Tools.....	en_US_44853_ng

## NETG BUSINESS

### PERSONAL DEVELOPMENT

#### ■ Personal Development Curriculum

Remote Employee Practices - Working as a Telecommuting Employee.....	en_US_43009_ng
Business Travel Safety: Domestic Travel .....	en_US_43061_ng
Business Travel Safety: International Travel .....	en_US_43062_ng
Business Travel Safety: Forming a Corporate Travel Safety Program.....	en_US_43063_ng
Business Travel Safety: Safety Measures for Travelers.....	en_US_43064_ng

## NETG BUSINESS

### PROJECT MANAGEMENT

#### ■ Project Management Curriculum

Advanced Project Management: Building Productive Stakeholder Relationships.....	en_US_41512_ng
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Advanced Project Management: Project Estimating Techniques.....	en_US_41513_ng
Advanced Project Management: Managing Accelerated Projects .....	en_US_41514_ng
Advanced Project Management: Setting Up a Project Office.....	en_US_41515_ng
Advanced Project Management: Portfolio Management .....	en_US_41516_ng
Advanced Project Management: Project Management Maturity .....	en_US_41517_ng
Project Leadership: Leading the Project Team	en_US_41521_ng
Project Leadership: Communicating Within a Project Team.....	en_US_41522_ng
Project Leadership: Overcoming Obstacles .....	en_US_41523_ng
Advanced Project Leadership: Organization, Strategy and Business Needs.....	en_US_41524_ng
Advanced Project Leadership: Navigating Corporate Structures.....	en_US_41525_ng
Advanced Project Leadership: Bringing Home the Value.....	en_US_41526_ng
Advanced Project Leadership: Selling Project Management to the Organization.....	en_US_41527_ng
Project Management: Government .....	en_US_41601_ng
ADVANCED PROJECT MANAGEMENT KN00041603KD	ng

## NETG BUSINESS

### SALES AND MARKETING

#### ■ Marketing Curriculum

Principles of Marketing: Fundamentals of Marketing .....	en_US_42401_ng
Principles of Marketing: Product Strategy .....	en_US_42402_ng
Principles of Marketing: Distribution Strategy.....	en_US_42403_ng
Principles of Marketing: Promotion Strategy ..	en_US_42404_ng
Principles of Marketing: Pricing Strategy .....	en_US_42405_ng
Principles of Marketing: Writing a Marketing Plan.....	en_US_42406_ng

#### ■ Sales Curriculum

Sales Presentations - Preparing for Sales Presentations.....	en_US_44516_ng
Sales Presentations - Developing High Quality Sales Presentations.....	en_US_44517_ng
Sales Presentations - Delivering the Sales Presentation .....	en_US_44518_ng
Competitive Selling: Defining Value .....	en_US_44541_ng
Competitive Selling: Enhancing Value .....	en_US_44542_ng

Competitive Selling: Beating the Competition	en_US_44543_ng
Sales Negotiations: Fundamentals of Negotiation.....	en_US_44545_ng
Sales Negotiations: Negotiation Strategies .....	en_US_44546_ng
Sales Negotiations: Negotiation Execution .....	en_US_44547_ng
Sales Forecasting: Forecasting for Success .....	en_US_44548_ng
Sales Forecasting: Forecasting Your Own Accounts.....	en_US_44549_ng
Sales Forecasting: Applying Forecasting Methods.....	en_US_44550_ng
Relationship Management: Preparing the Client Relationship.....	en_US_44565_ng
Relationship Management: Building the Client Relationship.....	en_US_44566_ng
Relationship Management: Maintaining the Client Relationship.....	en_US_44567_ng

## NETG BUSINESS

### STRATEGIC PLANNING

#### ■ Strategic Planning Curriculum

Managing Business Risk: Developing a Risk Management Plan.....	en_US_42521_ng
Managing Business Risk: Risk Assessment and Control .....	en_US_42522_ng
Managing Business Risk: Financing and Contingency Planning .....	en_US_42523_ng

## NETG BUSINESS

### TEAM BUILDING

#### ■ Team Building Curriculum

Team Leadership: Developing A High-Performance Team .....	en_US_42204_ng
Team Leadership: Conducting Productive Team Meetings.....	en_US_42205_ng
Team Leadership: Promoting Your Team's Effectiveness .....	en_US_42206_ng
Project Team Management: Participating in a Project Team .....	en_US_42221_ng
Project Team Management: Team Building Techniques .....	en_US_42222_ng
Project Teams: Building a Project Team .....	en_US_42223_ng
Cross-Functional Teams: Goal Setting in a Cross-Functional Team .....	en_US_42231_ng
Cross-Functional Teams: Selecting Cross-Functional Team Members .....	en_US_42232_ng

## BUSINESS SKILLS COURSEWARE

Cross-Functional Teams: Cross-Functional Team Development.....	en_US_42233_ng
Virtual Team Management: Developing Virtual Teams .....	en_US_42301_ng
Virtual Team Management: Managing Virtual Team Relationships .....	en_US_42302_ng
Virtual Team Management: Coaching Virtual Team Members.....	en_US_42303_ng

## ENVIRONMENTAL, SAFETY & HEALTH, AND TRANSPORTATION

### ENVIRONMENTAL, SAFETY & HEALTH, AND TRANSPORTATION

#### ■ Environmental

Environmental Management Systems (EMS) esh_env_a01_sh_enus	
Environmental Regulations Overview .....	ENV0101
Hazardous Waste Generator (Awareness) .....	ENV0102
Spill Prevention and Control .....	ENV0103
Spill Prevention Control and Countermeasure Plan.....	ENV0104
Storm Water Pollution Prevention .....	ENV0105
Universal Waste Rule Training .....	ENV0106
Used Oil Management .....	ENV0107

#### ■ Safety and Health

Access to Medical and Exposure Records .....	SAH0401
Accident Investigation and Reporting .....	SAH0402
Accident Investigation and Reporting Simulation.....	SAH0400
Asbestos Awareness .....	SAH0403
Back Safety .....	SAH0404
Behavior-based Safety for Supervisors .....	SAH0405
Bloodborne Pathogens .....	SAH0406
Carcinogen Safety .....	SAH0407
Chemical Process Safety .....	SAH0408
Chlorine Safety .....	esh_sah_a03_sh_enus
Cold Stress .....	SAH0409
Compressed Gas Safety Program .....	SAH0411
Computer Ergonomics .....	SAH0412
Confined Space Entry .....	SAH0414
Construction Safety Orientation .....	SAH0415
Cryogenic Safety .....	esh_sah_a04_sh_enus
Decontamination (HAZWOPER) .....	SAH0416
Defensive Driving .....	SAH0417
Defensive Driving Techniques .....	SAH0418
Defensive Driving: Truck Safety .....	esh_sah_a12_sh_enus
Electrical Safety Awareness .....	SAH0419
Electrostatic Discharge Safety Training ...	esh_sah_a07_sh_enus
Emergency Disaster Preparedness .....	SAH0421
Emergency Response .....	SAH0422
Emergency Response and Spill Control (HAZWOPER) .....	SAH0423

Ergonomics Awareness .....	SAH0424
Fall Protection Awareness .....	SAH0425
Fire and Explosion Hazards (H) .....	SAH0426
Fire Prevention and Safety .....	SAH0427
First Aid--Automated External Defibrillator .....	SAH0428
First Aid--Basic .....	SAH0429
First Aid--CPR .....	SAH0431
First Aid--Medical Emergencies .....	SAH0432
Food Safety and Handling .....	esh_sah_a05_sh_enus
Forklift Safety .....	SAH0433
Hand and Power Tool Safety .....	SAH0434
Hearing Conservation .....	SAH0438
Hazardous Material Management .....	SAH0109
Hazard Communication .....	SAH0435
Hazard Communication (HAZWOPER) .....	SAH0436
Heat and Cold Exposure Management (HAZWOPER) .....	SAH0439
Heat Stress .....	SAH0441
Hot Work Permits .....	SAH0108
Hydrogen Sulfide .....	SAH0442
Indoor Hoisting and Rigging .....	SAH0443
Industrial Ergonomics .....	SAH0444
Job Hazard Analysis .....	SAH0445
Laboratory Safety .....	SAH0446
Ladder and Scaffolding Safety .....	SAH0447
Ladder Safety .....	SAH0448
Laser Safety Training .....	SAH0449
Lead and Cadmium .....	esh_sah_a02_sh_enus
Lead Awareness .....	SAH0451
Lockout/Tagout .....	SAH0452
Lockout/Tagout for Authorized Persons ...	esh_sah_a08_sh_enus
Liquefied Petroleum Gas (LPG) Safety .....	SAH0453
Machine Guarding Safety .....	SAH0454
Material Handling and Storage .....	SAH0455
Material Safety Data Sheets .....	SAH0456
Mold Awareness .....	esh_sah_a01_sh_enus
NFPA 70E Electrical Safety in the Workplace	esh_sah_a06_sh_enus
Non-Ionizing Radiation Safety .....	esh_sah_a09_sh_enus
Office Ergonomics .....	SAH0457
Office Safety .....	SAH0458
OSHA 300 Recordkeeping .....	SAH0459
Pandemic Flu (Bird Flu) Awareness .....	esh_sah_a10_sh_enus
Personal Protective Equipment .....	SAH0461
Portable Fire Extinguishers .....	SAH0462
Powered Industrial Truck Safety .....	SAH0463
PPE/Respiratory Protection (HAZWOPER) .....	SAH0464



## ENVIRONMENTAL, SAFETY & HEALTH, AND TRANSPORTATION

PPE: Hand Protection .....	SAH0468
Personal Protective Equipment: Body Protection.....	SAH0465
Personal Protective Equipment: Head Protection.....	SAH0469
PPE: Foot and Leg Protection .....	SAH0467
PPE: Eye and Face Protection .....	SAH0466
Radiation Safety .....	SAH0471
Regulatory Information .....	SAH0472
Regulatory Overview (HAZWOPER) .....	SAH0473
Respiratory Protection .....	SAH0474
Safe Work Practices .....	SAH0475
Signs and Tags .....	SAH0476
Site Control (HAZWOPER) .....	SAH0477
Site Safety and Health Plan Procedures (HAZWOPER) .....	SAH0478
Slips, Trips, and Falls .....	SAH0479
Sprains and Strains .....	esh_sah_a11_sh_enus
Toxicology (HAZWOPER) .....	SAH0482
Trenching and Excavation Safety .....	SAH0483
Tuberculosis: Prevention and Control .....	SAH0484
Welding, Cutting, and Brazing .....	SAH0485
Workplace Safety Orientation .....	SAH0486
Workplace Security Awareness .....	SAH0487
Workplace Hazardous Materials Information System .....	SAH0488

### ■ Transportation

DOT Drug and Alcohol Awareness .....	esh_trns_a01_sh_enus
DOT Security for Shipment of Hazardous Materials.....	esh_trns_a02_sh_enus
DOT 1: Hazardous Materials Table .....	TRNS0201
DOT 2: Packaging and Labeling .....	TRNS0202
DOT 3: Shipping Papers .....	TRNS0203
DOT 4: Loading and Storage .....	TRNS0204
IATA 1: Hazard Class Identification/Classification.....	TRNS0205
IATA 2: Marking and Labeling .....	TRNS0206
IATA 3: Packaging .....	TRNS0207
IATA 4: Documentation .....	TRNS0208
IATA 5: Limitations and Shipment Review .....	TRNS0209

### ■ Fundamentals

Centrifugal Pumps--Types and Components Training .....	FUND0303
DC Circuit Theory .....	FUND0304
Positive Displacement Pumps .....	FUND0305

### ■ Security

NFPA 1600 Disaster/Emergency Management .....	esh_sec_a01_sh_enus
NFPA 1600 Business Continuity Programs .....	esh_sec_a02_sh_enus

## ENVIRONMENTAL, SAFETY & HEALTH, AND TRANSPORTATION

### NETG ENVIRONMENTAL, HEALTH AND SAFETY

### ■ Industrial Skills Curriculum

Blueprint Reading: General Print Reading .....	en_US_15727_ng
Blueprint Reading: Process and Instrumentation Drawings (R).....	en_US_15728_ng
Blueprint Reading: Electrical Print Reading .....	en_US_15729_ng
Blueprint Reading: Geometric Dimensioning and Tolerancing (R).....	en_US_15730_ng
Blueprint Reading: Mechanical Print Reading .....	en_US_15731_ng
Electrical/Electronics: Motors and Transformers .....	en_US_15736_ng
Electrical/Electronics: Introduction to Electronics.....	en_US_15737_ng
Electrical/Electronics: Fundamentals of Digital Electronics.....	en_US_15738_ng
Electrical/Electronics: Applied Digital Electronics.....	en_US_15739_ng
Electrical/Electronics: Solid State Theory .....	en_US_15740_ng

### ■ Electrical/Electronics

Electrical/Electronics: Introduction to Electricity .....	en_US_15732_ng
Applied Electricity .....	en_US_15733_ng
Electrical/Electronics: AC Circuits .....	en_US_15734_ng
Electrical/Electronics: DC Circuits .....	en_US_15735_ng

**LEGAL COMPLIANCE  
COMPLIANCE**

**■ HR Compliance**

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Optimizing Converged Cisco Networks (ONT) 1.0..... LLCS0008

Configuring BGP on Cisco Routers (BGP) 3.1 ..... LLCS0012

Designing for Cisco Internetwork Solutions (DESGN) 2.0 ..... LLCS0009

Implementing Cisco Multi-Protocol Label Switching (MPLS) 2.1 ..... LLCS0013

Implementing CiscoWorks for Enterprise LAN/WAN Management (CWENT) 2.5 ..... LLCS0014

Interconnecting Cisco Network Devices Part 1 (ICND1) 1.0..... LLCS0003

Interconnecting Cisco Network Devices Part 2 (ICND2) 1.0..... LLCS0004

Designing Cisco Network Service Architectures (ARCH) 2.0 ..... LLCS0011

■ **IP Communications**

Cisco IP Telephony- Part 1 (CIPT1) 4.1 ..... LLCS0016

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■ **Security**

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Securing Networks with Cisco Routers and Switches (SNRS) 2.0.....LLCS0033

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Securing Hosts Using Cisco Security Agent (HIPS) 3.0 ..... LLCS0038

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■ **Wireless Technologies**

Cisco Wireless LAN Advanced Topics (CWLAT) 1.0.....LLCS0040

Cisco Wireless LAN Fundamentals (CWLFL) 1.0 .....LLCS0039

**INFORMATION TECHNOLOGY**

**(ISC)2**

■ **Security**

Certified Information Systems Security Professional (CISSP)..... LLIS0002

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**INFORMATION TECHNOLOGY**

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Microsoft Windows XP Professional Administration and Maintenance..... LLMS0016

Microsoft Windows 2000 Professional and Server Installation and Administration..... LLMS0017

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■ **Microsoft Windows Server 2003**

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### ■ CAPM Certification

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### ■ Project Management Skills

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Building Scalable Cisco Internetworks (BSCI) 3.0 ..... LLCS0006

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Implementing Cisco Multi-Protocol Label Switching (MPLS) 2.1 ..... LLCS0013

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Cisco Voice Over IP (CVOICE) 5.0 .....LLCS0015

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Implementing Cisco Voice Gateways and Gatekeepers (GWGK) 2.0 .....LLCS0021

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■ **Security**

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Certified Associate in Project Management (CAPM) .....	LLPM0002
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### ■ Project Management Skills

Superior Project Management (SPM) .....	LLPM0001
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■ **Wireless Technologies**

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 1.0..... LLCS0040

**INFORMATION TECHNOLOGY**

**(ISC)2**

■ **Security**

Systems Security Certified Practitioner  
 (SSCP)..... LLIS0001  
 Certified Information Systems Security  
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CompTIA Network+ 2005 ..... LLCT0006

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■ **Microsoft Back Office**

Microsoft Exchange Server 2003  
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