SERVICE & COURSE CATALOG

- **High-Quality Instructors**
- **Expert Consultants**
- **Training Assessments & Services**

MONROE COUNTY COMMUNITY COLLEGE

enriching lives

Office of
Workforce Development

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MONROE COUNTY COMMUNITY COLLEGE

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About Us ...

From one (1) employee to groups, MCCC has training options that fit your organization's needs. MCCC's Corporate and Community Services Division is your local training partner, and can provide a training needs assessment and plan, a customized curriculum and professional trainers in your industry. We work to ensure effective training that produces the results needed to accomplish your goals. Skills are enhanced, effective teams are developed and your organization achieves expanded capacity. Training can be accomplished at your facility, at MCCC (main campus or Whitman Center) or in many cases online. MCCC provides training that meets the schedule of your workforce and save your company the time and expense of sending employees "out of town" for needed training. Scheduling is flexible and includes three (3) shift operations and weekends.

Whether your organization needs training in supervision/management, new manufacturing processes, software applications or basic skills, MCCC can work with members of your staff to develop a customized training program tailored to meet the specific needs of your employee groups. The list of potential programs is virtually endless. The high-quality, customized programs provided locally by MCCC are very cost effective.

Contact Us ...

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Service & Course Listings

Series Makes the Difference ...

Instead of attempting to piecemeal a training program together, try using our proven combination of courses to meet your specific needs:

Business Communication Series:
- Business Writing and Grammar
- Business Writing for Impact and Influence
- Effective Written Communication and Email
- Conquering Challenging Conversations.

Effective Leadership Series:
- Understanding Yourself as a Leader
- Coaching to Bring Out the Best in Others
- Controlling Chaos and Thriving Under Pressure
- Emotional Intelligence in Leadership
- Building Effective Communication and Feedback Skills
- Motivation and Employee Retention

First Time Supervisor Series:
- Making the transition from Co-Worker to Team Leader
- Principles of Supervision & Leadership
- Resolving Team Conflicts
- Conducting Effective Performance Evaluations

Human Resources Master Series:
- Employee Engagement and Retention Workshop
- Conducting an HR Audit
- Using Motivational Interviewing to Screen Job Candidates
- Maximizing Effectiveness in a Multi-Generational Workplace

Microsoft (MS) Office Master Series:
- MS Outlook levels 1 and 2
- MS Word levels 1, 2 and 3
- MS Excel levels 1, 2 and 3
- MS PowerPoint 1 and 2

Performance Management Series:
- Performance Management & Metrics
- Effective Performance Evaluations
- Giving and Accepting Feedback
- Gaining Commitment to Present Goals

Personal Effectiveness Series:
- Using Positive Influencing Skills in the Workplace
- Thriving in a Time of Change: Tools for Working in a Changing Organization
- Creative Problem-Solving and Decision-Making
- Conquering Stress and Anxiety through Mind/Body Awareness

Powerful Presentation Series:
- PowerPoint 1
- PowerPoint2
- Facilitation Excellence (2-day)

Project Management Leadership Series:
- Controlling Project Risks: Managing Threats and Promoting Opportunities
- Human Resources, Stakeholder and Communications Management
- Time Management and Scheduling
- Project Benefits Realization
- Ensuring Project Success

Business Analysis, Design & Agile

- Agile for Business Analysts
- BA26 Requirements Eliciting
- Business Analysis
- Business Analysis and Requirements Gathering
- Business Analysis Essentials
- Business Analysis for IT Professionals
- Consulting Skills for the Business Analyst
- Finance for the Non-Financial Leader
- Finance in Capital Markets
- Gathering High Quality Business Requirements
- High-Quality Business Requirements
- Integrated Business Planning
- Market Analysis
- Modeling Techniques for the Business Analyst
- PBA04 — PMI Professional in Business Analysis (PMI-PBA) Exam Preparation Course
- Preparation for the CBAP Certification Exam
- Preparation for the CCBA Certification Exam
- Project Management Skills for the Business Analyst
- Writing Effective Business Cases
- Writing Effective Requirements

CAD/CAM/Product Life Cycle Management (PLM)

AutoCAD
- 2012 Advanced
- 2012 Basics
- 2012 Commercial Design
- 2012 Residential Design
- AutoCAD Beyond the Basics
- AutoCAD Essentials
- AutoCAD/AutoCAD LT Fundamentals
- Revit
- Revit Architecture

CATIA
- Design V5
- Fundamentals V6
- Manufacturing SmarTeam
- Manufacturing V6
- V5 Advanced Modeling
- V5 Fundamentals
- V5 Surface
- V6 ENOVIA

Creo (formerly Pro/Engineer)
- Advanced Assembly Design Using Creo Parametric 2.0
- Advanced Modeling Using Creo Parametric 2.0
- Detailing Using Creo Parametric 2.0
- Introduction to Creo Parametric 2.0
- Surfacing Using Creo Parametric 2.0
- Update to Creo Parametric 2.0 from Creo Elements/ pro 5.0
- Update to Creo Parametric 2.0 from Pro/Engineer Wildfire 4.0

Unigraphics NX
- Advanced Assemblies
- Fundamentals
- Intermediate NX Design and Assemblies
- Large Assembly Management Manufacturing Fundamentals
- Mechanical Free Form Modeling Design for the Experienced CAD User
- NX Boot Camp for Managers Teamcenter Visualization Basic Design
- NX Drafting Essentials
- NX Free Form NX 7.5 Update Sketch Outline
- NX New User Training
- NX Overview for Moderate Users
- Synchronous Modeling and Parametric Design

Windchill
- Building Publication Structures with Windchill Service Information Manager 10.1
- Building Windchill Structures with Windchill Service Information Manager 10.1
- Business Administration of Windchill Service Information Manager 10.1
- Configuring Parts List with Windchill Service Parts 10.1
- Introduction to Windchill Quality Solutions 10.1
- Introduction to Windchill Service Information Manager 10.1

Communication & Business Effectiveness

- Building Effective Communication & Feedback Skills
- Business Writing & Grammar
- Business Writing for Impact & Influence
- Challenging Conversations
- Communications & Interpersonal Skills
- Conflict Management Workshop
- Conquering Stress and Anxiety through Mind/Body Awareness
- Constructive Conversations
- Continuous Improvement for Superior Results
- Corporate Social Responsibility: Influencing Positive Change in You
- Creative Problem-Solving and Decision-Making
- Creative Techniques for the Classroom
- Critical Conversations
- Critical Thinking and Creative Problem-Solving
- Designing Documents for Busy Professionals
- Developing Professional Presentations
- Effective Meetings
- Effective Presentation Skills
- Facilitation Skills for IT Professionals — JAD and Business Requirements Gathering Validation
- Giving and Accepting Feedback
- Influencing Others — Managing Expectations and Outcomes for IT Professionals
- Integrated Business Planning
- Internal Consulting Skills for Information Technology Professionals
- Managing Projects On-Time, On-Budget
- Managing Your Career for Short and Long-Term
- Personal Effectiveness through Emotional Intelligence
- Practical Tim and Workload Management
- The Art and Science of Evaluating Programs
- Time and Stress Management Workshop
- Using Social Media
- Writing Effective Business Cases
- Writing Effective Business Proposals
- Writing Effective Requirements

Courseware Development, Technical and Business Writing

- Advanced Business Writing
- Advanced Workshop for Technical Writers
- Business Writing & Grammar
- Business Writing for Impact and Influence
- Business Writing for Managers
- Collaborative Business Writing
- Conducting a Successful User Needs Analysis
- Creating a Great Webinar
- Critical Conversations
- Critical Thinking Skills
- Documenting Business and Technical Requirements
- Fostering Accountability in Self & Others
- Maintaining a Positive & Proactive Attitude
- Organizational Skills for the Overwhelmed
- Practical English Grammar Skills
- Proofreading and Editing
- Proposal & Report Writing
- Proposals with the Competitive Edge
- Solutions for a Simpler Life
- Technical and Legal Writing
- Technical Writing – Concise and Precise Language, Tone and Format
- Train the Trainer
- User Guides That Get Used
- Writing Effective Briefing Notes
- Writing for the Web and Mobile Devices
- Writing Strategies for the Web
- Writing Technical Descriptions, Requirements & Procedures
- Writing Technical Information Effectively
- Writing Testable Software Requirements and Use Cases

Environmental Safety

Industrial Safety
- 10 Hour OSHA Certificates
- 30 Hour OSHA Certificates
- Accident and Incident Investigation
- Aerial Lift
- Affected Lockout
- Back and Lifting
- Behavior-Based Safety
- Bloodborne Pathogens
- Confined Space
- Cranes and Slings
- Cranes, Rigging, Scissor Lift and Heavy Truck Safety
- DOT Shipping of Hazardous Materials
- Drug and Alcohol Training for Supervisors
- Electrical Excavations
- Fall Protection
- Fire Prevention
- First Aid CPR Trainer
- Forklift Operator Certification
- Hand and Power Tools
- Hazard Communication GHS
- HAZWOPER
- Hot Work Permit
- Job Hazard Analysis
- Ladder
- Lockout Affected
- Lockout Tagout
- Machine Guarding
- Materials Handling
- Noise and Hearing Protection
- OSHA Recordkeeping
- Personal Protective Equipment
- Powered Industrial Trucks
- Rigging and Machine Leveling
- Safety Committee
- Safety in the Workplace
- Scaffolding
- Slips, Trips and Falls
- Tagout Machine Guarding
- Trenching and Excavation
- Universal Safety Practices
- Walking and Working Surfaces
- Welding and Cutting

Facilitators & Training Personnel

- Adult Learner
- Advanced Facilitation Skills for Trainers
- Body Language Skills
- Creating a Great Webinar
- Creative Techniques for the Classroom
- Conducting a Successful User Needs Analysis
- Delivering Training with Impact
- Designing and Delivering High-Impact Training
- Designing Performance-Based Instruction
- Effective Team Facilitation
- Facilitation Skills
- Facilitation Skills for IT Professionals: JAD and Business Requirements
- Getting Your Ideas Across
- Identifying Training Needs
- Measuring Results from Training

- mLearning
- Powerful Presentations
- Presentation and Communication Skills for the IT Professional
- Presentation Skills
- Presentation Skills for IT Professionals
- Presenting for Success
- Public Speaking
- Social Learning
- Strategic Facilitation
- Strategically Managing the Training Function
- Survey Design: "Using Surveys Polling for Information" Taking Corrective Action
- The Art and Science of Evaluating Programs
- Train the Trainer

Healthcare

- 5S for Healthcare – A Foundation for Excellence
- A3 Problem Solving for Healthcare
- Addiction: National Trends, Treatment Approaches and Employer Strategies to Address this National Epidemic
- Corporate Compliance
- Effective Grant Writing
- Federally Qualified Health Centers and Other Safety Ned Organizations: Roles, Responsibilities, Funding and Impact
- Fraud and Abuse: Prevention, Trends and What's Next
- HIPAA
- How to Write an Effective Community Health Needs Assessment
- Impacts of Trauma and PTSD in the Workplace: How to Recognize It and What to do to Help Your Employees
- Integration of Physical and Behavioral Health: Where are We with All This? Models, Best Practices and Impacts
- Kaizen Event for Healthcare
- Lean Bronze Certification/Healthcare
- Lean Healthcare
- Population-based, Social Determinants of Health: What are We Seeing and What Can Employers do to Start or Expand Wellness Programs and Related Initiatives
- SBIRT (Screening, Brief Intervention, Referral and Treatment) for Health and Social Service Organizations
- Six Sigma Greenbelt for Healthcare
- Strategic Planning: Current Models, Timeframes and Best Practice Approaches
- Telemedicine: Models, Cost, Implementation and Sustainment Issues
- Trends in Healthcare: Medicare, Medicaid, ACA and Beyond
- Value Stream Management for Healthcare
- What are Social Determinants of Health and How Does that Impact Employers and why Bad Policies (or Lack of them) are Costing you Money

Human Resources

General Human Resources

- Addiction: National Trends, Treatment Approaches and Employer Strategies to Address this National Epidemic
- Addiction in the Workplace: Cost Impacts and Best Practice Strategies to Address This Health Challenge
- Basics of People Leadership
- Behavioral Interviewing and Onboarding: How to Select and Retain "Good" Employees
- Business Acumen
- Business Succession Planning
- Compensation Models: It's Not Just About the Money (What Employees are Really Looking For)
- Clarifying Team Roles and Responsibilities
- Civility in the Workplace
- Coaching for a High Performance Team
- Coaching for Performance
- Coaching Skills for the IT Professionals
- Coaching with GROW
- Compensation Packages to Attract and Retain a Qualified Workforce Without Putting Organizations in the Red
- Conducting an HR Audit
- Conducting Annual Employee Review
- Conflict Management in the Workplace
- Corporate Compliance
- Corporate Social Responsibility: Influencing Positive Change in You
- Creating Solid Onboarding Protocol and Mentorship that Keeps Employees Engaged for the Long Haul
- Dealing with Difficult People
- Delivering Constructive Criticism
- Designing One Culture Out of Many for Maximum Employee Commitment
- Developing Corporate Behavior
- Developing Creativity
- Developing New Managers
- Digital Citizenship
- DiSC Profile
- Diversity & Inclusion
- Diversity Awareness Workshop
- Effective Appraisal of Employee Performance
- Effective Discipline
- Emotional Intelligence

- Employee Engagement and Retention
- Employee Recognition
- Employee Recruitment
- Employee Termination Processes
- Employee Turnover: What the Research is Showing Us and What We Can Do About It
- Employment Interviewing
- Entrepreneurial Spirit: Operational Ownership Establishing Performance
- Generation Gaps
- Generations in the Workplace
- Giving and Accepting Feedback
- Harassment & Discrimination
- Health and Wellness at Work
- HIPAA
- Hiring Practices to Ensure Long-Term Employee Retention
- Hiring Strategies
- Human Dynamics of Change and Transition
- Human Resource Management
- Improving Supervisor Effectiveness
- I'm Not Okay; You're Not Okay: How to Create an Environment of Accountability and Establish/Sustain Positive Teams
- Interview Techniques: "The Fact Finding Mission"
- Knowledge Management & Succession Planning
- Leadership Architecture
- Management and Succession Planning
- Manager Management
- Managing by Metrics
- Managing Individual Performance
- Managing Skills for Non-Managers
- Managing the Human Dynamics of Change & Transition
- Managing Workplace Anxiety
- Maximizing Effectiveness in a Multi-Generational Workforce
- Millennial Onboarding
- Motivational Interviewing: What Is It and How to Bring It Into the Workplace
- Networking Within the Company
- Organization Development
- Performance Management & Metrics
- Powerful Negotiation Skills
- Recruitment & Interviewing Techniques for Managers
- Sexual Harassment in the Workplace
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Human Resources (continued)

- Strategic Planning: Current Models, Timeframes and Best Practice Approaches
- Stress Management: What are Some Employers Doing to Address This?
- Survey Design: "Using Surveys Polling for Information" Taking Corrective Action
- Talent Management
- Team Building for Chemistry
- Team Building for Managers
- The Art and Science of Evaluating Programs
- Using Positive Influencing Skills in the Workplace
- Unacceptable Employee Behavior
- What are the Social Determinant of Health and How Does That Impact Employers and Communities? What Can We Do to Address These Challenges?
- What Does an Effective Onboarding Process Really Look Like? Models, Impacts and How to Sustain It

Team & Organizational Development
- Compensation Packages to Attract and Retain a Qualified Workforce Without Putting Organizations in the Red

- Creating Solid Onboarding Protocol and Mentorship that Keeps the Employees Engaged for the Long Haul
- Designing One Culture Out of Many for Maximum Employee Commitment
- Diversity & Inclusion
- Harassment & Discrimination
- High-Functioning Teams and Team Goal-Setting
- Hiring Practices that Ensure Long-term Employee Retention
- Human Performance Improvement
- Identifying Work Priorities & Setting Goals
- Managing Conflict
- Managing Virtual Teams
- Organizational Development
- Performance Metrics
- Research-Based Workforce Retention Strategies and Leadership Succession Planning
- Sexual Harassment in the Workplace
- Turning Managers into Leaders to Keep Quality Employees

Interpersonal & Personal Development

- Active Listening Skills
- Advanced Facilitation Skills for Trainers
- Assertiveness and Conflict Resolution
- Body Language Skills
- Building Effective Communication & Feedback Skills
- Communicating to Collaborate
- Communication for First-Line Supervisors
- Communication for Technical People
- Communication Strategies
- Communication: Oral, Written and Email
- Conducting an HR Audit
- Conflict Management Workshop
- Conquering Stress and Anxiety through Mind/Body Awareness
- Creative Problem-Solving and Decision-Making
- Critical Thinking and Creative Problem-Solving
- Dealing with Difficult People
- Developing Personal Presentations
- DiSC Profile
- Effective Communication and Feedback Skills
- Effective Oral and Written Communication
- Effective Written Communication and Email
- ESL: Accent Improvement Training
- Five Star Customer Service Excellence
- Generations in the Workplace
- Growth Mindset
- How to Manage Stress
- Improving IT Service Response
- to Business Demands
- Influencing Others to Achieve Results
- Interpersonal Skills
- Managing Change without Pain
- Managing Skills for Non-Managers
- Managing the Human Dynamics of Change and Transition
- Negotiation Skills for IT Professionals
- People Skills for Project Managers
- Powerful Negotiation Skills
- Powerful Presentations
- Practical Time and Workload Management
- Presentation and Communication Skills for IT Professionals
- Presenting for Success
- Proofreading and Editing
- Speechwriting
- Survey Design: "Using Surveys Polling for Information" Taking Corrective Action
- Telephone and Telecommuting
- Telephone Skills for Superior Customer Satisfaction
- Thriving in a Time of Change: Tools for Working in a Changing Organization
- Thriving on Change
- Time and Stress Management Workshop
- Understanding Yourself as a Leader
- Using Positive Influencing Skills in the Workplace

Leadership, Supervisory and Technical Skills

Executive-Level Skills
- Art and Science of Evaluating Programs
- Building Collaborative Relationships with Your Peers
- Building Strong Teams
- Business Ethics Skills
- Business Succession Planning
- Certified Executive Coaching for Current and Next-Level Succession Planning
- Coaching for the Supervisor
- Coaching: Bringing Out the Best in Others
- Communication Strategies
- Communication: Oral, Written and Email
- Conflict Resolution and Crisis Management
- Contract Management
- Creation of Balanced Scorecard and Strategy Map
- Creative Problem-Solving and Decision-Making
- Crises Management
- Developing Corporate Behavior
- Developing New Managers
- Effective Appraisal of Employee Performance
- Effective Discipline
- Effective Oral and Written Communication
- Effective Written Communication and Email
- Emotional Intelligence in Leadership
- Employee Recruitment
- Enterprise Architecture
- Expectations Executive Level
- Finance for the Non-Financial Leader
- High Performance Teams (Non-Remote)
- High Performance Teams (Remote)
- Human Dynamics of Change and Transition
- Information Technology Executive and Managerial Skills
- Integrated Business Planning
- Knowledge Management & Succession Planning
- Leadership and Executive Coaching
- Leadership and Influence
- Leadership and Self-deception
- Leadership Architecture
- Leadership, Executive Coaching and Strategy
- Leading and Coaching a High Performance Organization
- Manager Management
- Managing Change without Pain
- Managing in Difficult and Challenging Times
- Managing the Human Dynamics of Change & Transition
- Masterful Leadership and Motivation
- Powerful Negotiation Skills
- Setting and Achieving Metrics and Milestones
- Speaking, Image, Crisis
- Talent Management
- Technical Leadership: Business, Strategic, and Operational Value
- Think Tank (primary and secondary research, white papers)
- Thriving on Change
- Top Management RENEWAL: Vision, Mission, Values, Guiding Principles Technical Teambuilding & Technical Leadership Development Using DISC Methodology
- Women in Leadership

Leadership, Supervisory and Technical Skills (continued)

General Leadership & Supervisory Skills
- Basics of People Learning
- Be an Effective Manager/Supervisor
- Building a Collaborative Relationships with your Peers
- Building a Constructive Relationship with Your Manager
- Building Better Working Relationships
- Building High-Performing Teams
- Clarifying Team Roles & Responsibilities
- Civility in the Workplace
- Coaching for a High-Performance Team
- Coaching for Optimal Performance
- Coaching for Performance
- Coaching for the Supervisor
- Coaching Skills for the IT Professionals
- Coaching to Bring Out the Best in Others
- Coaching: Bringing Out the Best in Others
- Coaching with GROW
- Collaborative Relationships
- Communication — Oral, Written and Email
- Communication Strategies
- Conflict Management and Coaching
- Conflict Resolutions and Crisis Management
- Controlling Chaos & Thriving Under Pressure
- Dealing with Emotional Behavior
- Delegating Skills for the Workplace
- DiSC Profile
- Effective Oral and Written Communication
- Effective Problem Solving
- Effective Team Facilitation
- Effective Written Communication and Email
- Emotional Intelligence
- Emotional Intelligence in Leadership
- Enterprise Architecture
- Entrepreneurial Spirit — Operational Ownership
- Establishing Performance Expectations
- Finance for the Non-Financial Leader
- Frontline Leadership
- Fundamentals for Production: Front-Line Leader Tool Set
- Gaining Commitment to Preset Goals
- Getting Your Ideas Across

- Giving and Accepting Feedback
- Identifying Work Priorities and Setting Goals
- Integrated Risk Management
- Leadership for IT Professionals
- Leading Others Through Change
- Leadership Skills for Everyone
- Maintaining a Positive and Productive Attitude
- Making the Transition from Co-Worker to Team Leader
- Managing by Metrics
- Managing Change
- Managing for Superior Results: The Fundamentals of Supervision
- Managing in Difficult and Challenging Times
- Managing Individual Performance
- Masterful Leadership and Motivation
- Motivation and Employee Management
- Multi-Generational Teamwork
- Performance Management
- Personal Productivity
- Principles of Supervision and Leadership
- Proactive Listening
- Problem Solving and Decision Making
- Recruitment and Interviewing Techniques for Managers
- Resolving Team Conflicts
- Setting and Achieving Metrics and Milestones
- Taking Corrective Action
- Teambuilding
- Technical Leadership: Business, Strategic and Operational Value
- Time Management
- Unacceptable Employee Behavior
- Understanding Yourself as a Leader

Marketing Skills
- Internet Marketing
- Media and Public Relations
- Social Media Marketing
- Internet Marketing
- Marketing Basics
- Marketing the IT Organization Internally

Leadership, Supervisory and Technical Skills (continued)

Supervisory & Management

- Active Listening Skills
- Appreciative Inquiry
- Budgets and Financial Support
- Building a Constructive Relationship with Your Manager
- Building Collaborative Relationships with Your Peers
- Building High-Performing Teams
- Building Strong Teams
- Business Ethics Skills
- Business Requirements Management
- Business Writing for Managers
- Clarifying Team Roles and Responsibilities
- Coaching and Mentoring
- Coaching for a High Performance
- Coaching for First-line Supervisors
- Coaching for Optimal Performance
- Coaching for Performance
- Coaching for the Supervisor
- Coaching Salespeople
- Coaching Skills for the IT Professionals
- Coaching: Bringing Out the Best in Others
- Collaborative Relationships
- Communicating to Collaborate
- Communication for First-Line Supervisors
- Communication Strategies
- Communication: Oral, Written and Email
- Conducting Annual Employee Review
- Conflict Management
- Conflict Management and Coaching
- Conflict Management Workshop
- Conflict Resolution and Crisis Management
- Constructive Criticism & Discipline Skills for Managers
- Contract Management
- Corporate Social Responsibility: Influencing Positive Change in You
- Creative Problem-Solving and Decision-Making
- Crises Management
- Critical Thinking and Creative Problem-Solving
- Dealing with Difficult People
- Delivering Constructive Criticism
- Delivering Training with Impact
- Designing and Delivering High-Impact Training
- Designing Performance-Based Instruction
- Developing Creativity
- Developing New Managers
- Effective Appraisal of Employee Performance
- Effective Communication and Feedback Skills
- Effective Discipline
- Effective Oral and Written Communication
- Effective Problem Solving
- Effective Team Facilitation
- Effective Written Communication and Email
- Emotional Intelligence
- Emotional Intelligence in Leadership
- Employee Motivation
- Employee Recognition
- Employee Recruitment
- Employee Termination Processes
- Employment Interviewing
- Finance for the Non-Financial Leader
- Fostering Accountability in Self and Others
- Front-line Leadership
- Fundamentals for Production: Front-line Leader Tool Set
- Gaining Commitment to Preset Goals
- Generation Gaps
- Generations in the Workplace
- Getting Your Ideas Across
- Goal Setting and Getting Things Done
- Health and Wellness at Work
- High Performance Teams (Non-Remote)
- High Performance Teams (Remote)
- Identifying Training Needs
- Improving Supervisor Effectiveness
- Improving Team Effectiveness
- Influencing Others to Achieve Results
- Influencing Others: Managing Expectations and Outcomes for IT Professionals
- Information Technology Executive and Managerial Skills
- Integrated Risk Management
- Interview Techniques: "The Fact Finding Mission"

Leadership, Supervisory and Technical Skills (continued)

Supervisory & Management (continued)

- Kepner-Tregoe Decision Making: Structured Problem Solving Techniques
- Knowledge Management
- Leadership and Executive Coaching
- Leadership and Influence
- Leadership and Self-deception
- Leadership Architecture
- Leadership for First-Line Supervisors
- Leadership for IT Professionals
- Leadership, Executive Coaching and Strategy
- Legal Matters for Supervisors
- Maintaining a Positive and Proactive Attitude
- Making the Transition from Co-Worker to Team Leader
- Management and Succession Planning
- Manager Management
- Managing by Metrics
- Managing Change
- Managing Change without Pain
- Managing for Superior Results I: The Fundamentals of Supervision
- Managing in Difficult and Challenging Times
- Managing Individual Performance
- Managing Remote Workers
- Managing Supplier Partnerships
- Managing the Human Dynamics of Change & Transition
- Managing with Metrics
- Market Analysis
- Masterful Leadership and Motivation
- Middle Managers
- Motivating Your Sales Team
- Motivation and Employee Management
- Multi-Generational Teamwork
- Negotiating Skills
- Networking Within the Company
- Office Politics for Managers
- Operations Management
- Performance Management
- Personal Effectiveness through Emotional Intelligence
- Powerful Negotiation Skills
- Powerful Presentations

- Practical Time and Workload Management
- Principles of Supervision and Leadership
- Principles of Workflow Management
- Proactive Listening
- Problem Solving and Decision Making
- Recruitment and Interviewing Techniques for Managers
- Resolving Team Conflicts
- Safety in the Workplace
- Self-Leadership
- Servant Leadership
- Setting of Annual and Quarterly Goal and Action Plans
- Speaking, Image, Crisis
- Strategic Facilitation
- Strategic Leadership for Emerging Leaders
- Strategically Managing the Training Function
- Stress Management
- Supervising Others
- Team Building for Chemistry
- Team Building for Managers
- Team Delegation Skills for the Workplace
- Teambuilding
- Teambuilding Adventure Challenge
- Team-Oriented Problem Solving: Eight Disciplines Workshop
- Teamwork and Team Building
- Technical Leadership for Architects
- Technical Leadership: Business, Strategic, and Operational Value
- The Art and Science of Evaluating Programs
- Time Management
- TSP Coach Training
- Using Positive Influencing Skills in the Workplace
- Value Stream Mapping Walkthrough Project
- Virtual Team Building and Management

- Women in Leadership
- Workplace Diversity
- Workplace Harassment
- Workplace Violence

Logistics and Supply Chain Management

Certification Preparation Courses
- APICS
- Certified in Production and Inventory Management (CPIM)
- Certified Logistics Associate
- Certified Logistics Technician
- Certified Production Technician: Quality, Safety, Maintenance, Production
- Certified Supply Chain Professional
- Manufacturing Skill Standards Council
- The Certified Professional in Supply Management (CPSM)
- The Institute for Supply Management

Introduction to Logistics
- Budgets and Financial Support
- Business Acumen
- Business Ethics Skills
- Business Etiquette
- Business Succession Planning
- Documentation
- Exporting Process
- Geography in Logistics
- Importing and Exporting Flow
- Importing Process
- Interpersonal Skills in Global Logistics
- Logistics Overview
- Managing Personal Finances
- Metric System and Dimensional Weight
- Technology in Logistics
- Trade Agreements

Manufacturing and Service Industry Specific
- Best Practice Process
- Business Process Analysis and Improvement
- Compliance Management in a Global Environment including Conflict Diamond, Lacey Act, etc.
- Developing and Delivering a Successful Business Case or Proposal
- Going Global Successfully
- Just-In-Time Principles and Flow Manufacturing
- Just-In-Time: Supply Chain, Logistics, Inventory and Production
- Manufacturing Resource Planning (MRPII)
- Material Requirements Planning (MRP)
- Risk Management
- Supply Chain Awareness
- The Outsourcing Process
- Total Quality Management
- Understanding Material Requirements Planning
- Value Stream Mapping Supply Logistics, Engineering, Manufacturing and Procurement

Logistics and Supply Chain Management (continued)

Materials Management
- Commodity Management
- Introduction to Materials Management
- Inventory Management and Control
- Just-In-Time: Supply Chain, Logistics, Inventory and Production
- Principles of Purchasing/Supply Management
- Production Planning, Scheduling and Forecasting for Manufacturing and Service Industries
- Quality in Materials Management
- Technology in Materials Management
- Transportation and Logistics
- Warehousing

Supply Chain Management Certificate Program
- Best Practices in Supply Chain Management
- Case Studies in Supply Chain Management
- Materials Management Overview
- Principles of Supply Chain Management
- Supply Chain
- Supply Chain Management – The Future and Profit Generation
- Taking the Supply Chain Global
- Technology in Supply Chain Management

Supply Management/Purchasing Skill Development
- Building Safety and Diversity in Supply Base
- Buying Services
- Campus Location and Supplier Communities of Excellence
- Compliance Management
- Contract Management and Administration
- Cross-Docking, Routes and Modes
- Error-Proofing and Supply Chain (RFID, ILS, Bar Code)
- Finance for Supply Professionals
- Freight, Shipping and Tax
- Fundamentals of Purchasing/ Supply Management
- Global Supply Chain: Business and Regulatory Considerations
- International Supply and Demand Foundations

- International Supply Chain Management
- Lead Time Reduction
- Leadership: Buyer and Lead Buyer Best Practices
- Leveraging the Enterprise Resource Planning (ERP) Software and Process
- Logistics and Supply Chain
- Logistics: 3rd and 4th Party Solutions and Lead Logistics Providers
- Making Informed Supply Decisions
- Metrics and Indicators for GP & S
- Negotiations in the 21st Century
- Negotiations with Suppliers
- Planning and Implementing a Cost Management Program
- Powerful Negotiation Skills
- Problem Solving, Decision Making, Critical Thinking Development
- Process Innovation and Procurement
- Purchasing Law, Ethics and Social Responsibility
- Scale and Robust Supply Chain Principle
- Stochastic Models and Value Management
- Statement of Work Development
- Strategic Sourcing
- Supplier Certification Process
- Supplier Scorecard: Quality, Cost, Timing, Risk and Innovation Gains
- Supply Base Management
- Supply Chain Management: Process, Methods and Strategy
- Supply Chain Management: Software and Process Excellence
- Supply Chain: Globalization and Localization
- Supply Chain: Risk vs. Lean
- Terms and Cost of Capital
- Total Cost of Ownership and Cost/Price Analysis
- Understanding and Working Successfully with Other Cultures
- Value Analysis and Value Engineering
- Value Stream Mapping Supply Logistics, Engineering, Manufacturing and Procurement
- Volume Discounts and Length of Deal
- World-wide JIT Principles
- Writing Successful Request for Bids and Proposals

Non-Profit Management

- Nonprofit Board Governance
- HIPAA
- Corporate Compliance
- Where are We With Our Policies and Procedures? Why this is Important to Employers and Why Bad Policies (or a Lack of Policies) are Costing You Money?
- Strategic Planning: Current Models, Timeframes and Best Practice Approaches
- Effective Grant Writing
- The Art and Science of Evaluating Programs
- Powerful Negotiating Skills
- Thriving in a Time of Change: Tools for Working in a Changing Organization
- Entrepreneurial Spirit: Operational Ownership

- Knowledge Management and Succession Planning
- Managing in Difficult and Challenging Times
- Nonprofit Governance: Trends Among Nonprofit Boards
- Recruitment and Interviewing Techniques for Managers
- Technical Leadership: Business, Strategic and Operational Value

Manufacturing Technology and Processes

Blueprint & GD&T
- Blue Print Reading
- Blue Print Reading and Schematics and Metrology
- GD&T and Metrology
- GD&T for Design
- Geometric Dimensioning and Tolerancing (GD&T)
- Shop Math and Blueprint Reading

Computer Numerical Control (CNC)
- Basic G code
- Basic M code
- CNC Machine Operation
- CNC Machine Setup
- CNC Programming
- CNC Tooling
- CNC Tube Bending Design
- Computer Literacy
- Manual Lathe
- Manual Mill
- MasterCam
- Siemens CNC-D Series Controls

Electrical
- AC/DC Electrical Diagrams, Components, Test Equipment and Troubleshooting
- AC/DC Electronics
- Arc Flash
- Cables and Wires
- Electrical Print Reading
- Electrical Troubleshooting
- Electricity and Electronics Fundamentals
- Electromagnetic Compatibility (EMC)
- Medium Voltage Circuit Breaker Maintenance
- Motor Controls and Relay Logic Circuits
- Optimizing Speed and Feeds
- Power Generation Protective Relay Maintenance
- Power Transmission
- Process Control Fundamentals
- Protective Relay Maintenance
- Smart Grid Power Distribution

Hydraulic/Pneumatic
- Automotive Fundamentals
- Fluid Power
- Hydraulics Fundamentals
- Pipefitting
- Pipefitting and Tube Bending
- Pneumatic Gage
- Pneumatics and Hydraulics
- Pneumatics Fundamentals

Manufacturing Quality
- 5S
- CMMI
- Design for Manufacturability (DFM)
- Error Proofing of the Assembly
- Excel for Industry: Developing SPC, GRR, Capability Template, Scrap
- Kanban
- Lean Manufacturing (FMEA)
- Measurement Uncertainty
- Poka Yoke Processes
- Principles of Manufacturing
- Process Optimization
- Quality
- Root Cause Analysis
- Statistical Process Control (SPC)

Manufacturing Technology and Processes (continued)

Mechanical
- Advanced Precision Measuring Instruments
- Basic Mechanical Concepts
- Boiler Plant Operations and Maintenance
- Conveyor Transfer Systems
- Cranes and Hoists
- Fans and Blowers
- Fork Lift
- Hand Tools
- HVAC/R
- Industrial Vacuum Technology
- Injection Mold Process
- Lubrication Systems
- Machine Tool
- Maintenance and Repair
- Mechanical Systems and Drives
- Mechanical Systems and Drives and Power Transmission
- Mechatronics Curriculum
- Piercing Fixtures
- Precision Measuring Instruments
- Predictive and Preventative Maintenance
- Pump Repair
- Pumps, Seals, Bearings and Lubrication
- Rigging and Machine Leveling
- Rigging and Winch Equipment
- Rigging/Heavy Truck
- Shaft Alignment
- Sheet Metal Fabrication
- Skilled Trades Mathematics
- Thermoforming
- Welding and Certifications

Millwright Basics Program (400 hrs.)
- AC/DC Electrical Fundamentals
- Basic Industrial Safety
- Basic Shop Math
- Blueprint Reading/Schematics and Metrology
- Fluid Power Fundamentals
- Machine Tool Basics
- Mechanical Drives/Power Transmission
- Rigging, Shaft Alignment and Machine Leveling
- Welding and Fabrication Basics

MSSC Certified Production Technician (CPT) Curriculum
- Maintenance Awareness
- Manufacturing Processes & Production
- Quality Practices & Measurement
- Safety

NCCER Trades Training
- Carpentry
- Construction & Maintenance (Numerous Topics)
- Construction Craft Laborer
- Construction Project Supervision
- Core Curriculum
- Drywall
- Electrical Industrial
- Heavy Equipment Construction
- HVAC
- Industrial Maintenance Mechanic
- Insulation
- Ironworking
- Masonry
- Millwright
- Painting
- Plumbing/Pipefitting
- Sheet Metal

Manufacturing Technology and Processes (continued)

PLC
- PLC and Communication Devices
- PLC, Communication Devices and Power Transmission
- PLC and Control – RS Logix 5000
- PLC Fundamentals
- PLC Maintenance and Troubleshooting – RSLogix 5000
- PLC Program Design
- PLC Programming Software AB, Siemens, Mitsubishi etc.
- PROFIBUS and NET PRO Introduction
- RS LOGIX5000 and Communications
- Siemens SIMATIC S5 to S7
- Siemens SIMATIC S7 and Communication Devices

Process Technology (Oil & Gas)
- Computer Applications
- Instrumentation Systems
- Pipeline Operations
- Pipeline Production
- Process Systems
- Quality and Safety
- Refining and Petrochemical Industry Equipment

Robotics
- Fanuc Operations and Spot Tool Programming
- Robotics
- Robotics: Advanced Fanuc Operations and Programming
- Robotics: Electrical Trouble shooting
- Robotics: Mechanical Troubleshooting
- Robotics: Operations and Programming
- Robots Operation: Mechanical and Electrical Troubleshooting
- Robotic or Manual Sealant Applications: Urethane, Adhesive, Foam

Project and Program Management

Microsoft Project Management Tools
- Microsoft Project 2013, Level 1
- Microsoft Project 2013, Level 2
- Microsoft Project 2016, Level 1
- Microsoft Project 2016, Level 2
- MOC 55054 A Mastering Microsoft Project 2013 (or 2016)
- MOC 55077 A Project Server 2013 Development (or 2016)
- MOC 55107 A Managing Projects with Project Server 2013 (or 2016)

PM Certification
- General Project Management to PMP Certification
- PBA04 - PMI Professional in Business Analysis (PMI-PBA) Exam Preparation
- PfMP Exam Prep
- PgMP Exam Prep
- PMI Agile Certified Practitioner Exam Prep
- PMI-RMP Exam Prep
- Preparation for the CAPM Exam
- Preparation for the PMP Exam
- PMI-SP Exam Prep

Project and Program Management (continued)

Program and Project Management

- Applied Project Management with Risk Management
- Breakthrough Planning
- Business Analysis for IT Professionals
- Business Process Modeling Business Process Reengineering
- Construction Project Management
- Continuous Improvement
- Controlling Project Risk: Managing Threats and Promoting Opportunities
- Customer Relationship Management (CRM)
- Defining and Managing User Requirements
- Enterprise Architecture
- Essentials of Program Management
- Essentials of Project Portfolio Management
- Estimating and Cost Control
- Formulating and Controlling Project Requirements
- Function Point Training
- General Project Management to PMP Certification
- Getting Project Results without Authority
- High Quality Business Requirements Information Technology Project Management Innovation and Practical Problem Solving
- Human Resources
- Human Resources, Stakeholder and Communications Management
- Implementing Practical Project Portfolio Management
- Innovation and Practical Problem Solving
- IT Project Management
- Keeping Focus: Building Trust and Accountability
- Leadership Skills for the Project Professional
- Managing a Project with Your Team
- Managing Change Initiatives
- Managing Projects On-Time, On-Budget
- Managing Projects Well
- Manufacturing Project Management
- Negotiating for Results
- Operational Finances
- Organization Development
- People Skills for Project Managers
- PMO and Portfolio Management: Setting Up the Office for Strategic Negotiation & Assertiveness Skills
- Politics of IT Project Management
- Preparation for the CBAP Certification Exam
- Principles of Workflow Management
- Procurement, Contract and Cost Management
- Professional and Career Development
- Program and Project Management
- Program Management Fundamentals
- Project Estimating and Scheduling
- Project Leadership/Team Effectiveness
- Project Management Foundations
- Project Management I – Fundamentals
- Project Management and Business Analysis
- Project Management and IT Application Rollout
- Project Management Fundamentals for IT Projects
- Project Management Institute: Project Management Leadership Skills
- Project Management Leadership Skills
- Project Management Principles and Techniques
- Project Management Professional (PMP) Preparation
- Project Management Skills for the Business Analyst Project Management – Managing IT Projects
- Project Planning
- Project Requirements Management
- Project Scope and Risk Management
- Quality Management and Project Integration
- Reach Your Strategic Goals: Getting the Most Out of Projects
- Requirements Analysis
- Rescuing Troubled Projects
- Reviewing Requirements and Design Adequacy
- Risk Assessment and Management
- Risk Management
- Setting and Achieving Metrics and Milestones

Project and Program Management (continued)

- Time Management
- Time Management and Scheduling
- Twenty One Ways to Review Requirements Adequacy
- When Good Projects Go Bad

Project Management Advanced
- Advanced Project Management
- Advanced Project Management for the Experienced Practitioner Controlling Project Risk: Managing Threats and Promoting Opportunities Project Scope and Risk Management
- Advanced Project Topics for the Business Manager
- Design and Implementation of the Next Generation PMO Leadership Skills for the Project Professional
- Design of Experiments (DOE 1)
- Emotional Intelligence and Leadership for PMs
- Executive IT Portfolio and Program Management
- Executive's Guide to Project Portfolio Management
- Human Resources, Stakeholder and Communications Management
- Implementing an Agile Project
- Integrated Risk Management
- Managing Change Initiatives
- Managing Projects Well
- Managing SW Projects Using Scrum
- Planning and Managing Agile Projects
- PM25 - Tools for Conducting Effective Meetings
- Procurement and Cost Management
- Project Management Boot Camp
- Project Performance Management
- Project Portfolio Management: What Every Executive Must Know
- Project SME Support (strategic, financial, operations)
- Project Team Improvement Using "5 Dysfunctions of Teams" and DISC Approach Teambuilding Training Intervention
- Time Management and Scheduling

- What Project Portfolio Management Can Do for Your Business
- When Good Projects Go Bad: Rescuing Troubled Projects
- Writing Successful Request for Bids and Proposals

Project Management Foundations
- Essentials of Program Management
- Executive IT Portfolio and Program Management
- Getting Project Results without Authority
- Influencing Others to Achieve Results
- Managing a Project with Your Team
- People Skills for Project Managers
- PgMP Bootcamp
- Portfolio Management
- Project Management 101
- Project Management for Executives
- Project Management Fundamentals
- Quality Management and Project Integration

Project Management Office
- Design and Implementation of the Next Generation PMO
- PMO and Portfolio Management: Setting Up the Office for Strategic Negotiation & Assertiveness Skills
- Setting Up a New PMO
- The PMO Function

Project Portfolio Management
- Essentials of Project Portfolio Management
- Executive's Guide to Project Portfolio Management
- Implementing Practical Project Portfolio Management
- Project Portfolio Management: What Every Executive Must Know
- Reach Your Strategic Goals: Getting the Most out of Projects
- What Project Portfolio Management Can Do for Your Business

ISO/Lean/Quality/Six Sigma

ISO

- AS 9100-2004 Management Overview
- Implementing AS 9100-2004 Workshop
- Implementing ISO TS 16949-2002 Workshop
- Implementing ISO 9001-2008 Workshop
- Implementing ISO 13485-2003 Workshop
- Implementing ISO 14001-2004 Management Overview
- Implementing ISO 14001-2004 Workshop
- ISO 9001-2000
- ISO 9001 Quality Management System
- ISO 9001-2008 Internal Auditor Workshop
- ISO 9001-2008 Management Overview
- ISO 13485-2003 Management Overview
- ISO 13485 Medical Device Standard
- ISO 14001 Executive Overview
- ISO 14001 Environmental Management System—Responsible Care
- ISO 14001 Environmental Management Systems—Construction Projects
- ISO 14001 Integrating QMS—Automotive

Industry

- ISO 14001-2004 Internal Auditor Workshop
- ISO 14001-2004 Management Overview
- ISO 16949 Automotive Standards
- ISO 17025 Calibration Laboratories
- ISO 18001 Accident Reduction and Prevention
- ISO 20000 IT Service Management
- ISO 27001 IT Security Techniques
- ISO 29001 Petrochemical Industry
- ISO TS 16949-2002 Internal Auditor Workshop
- ISO TS 16949-2002 Management Overview
- Understanding ISO TS 16949-2002
- Understanding ISO 9001-2008
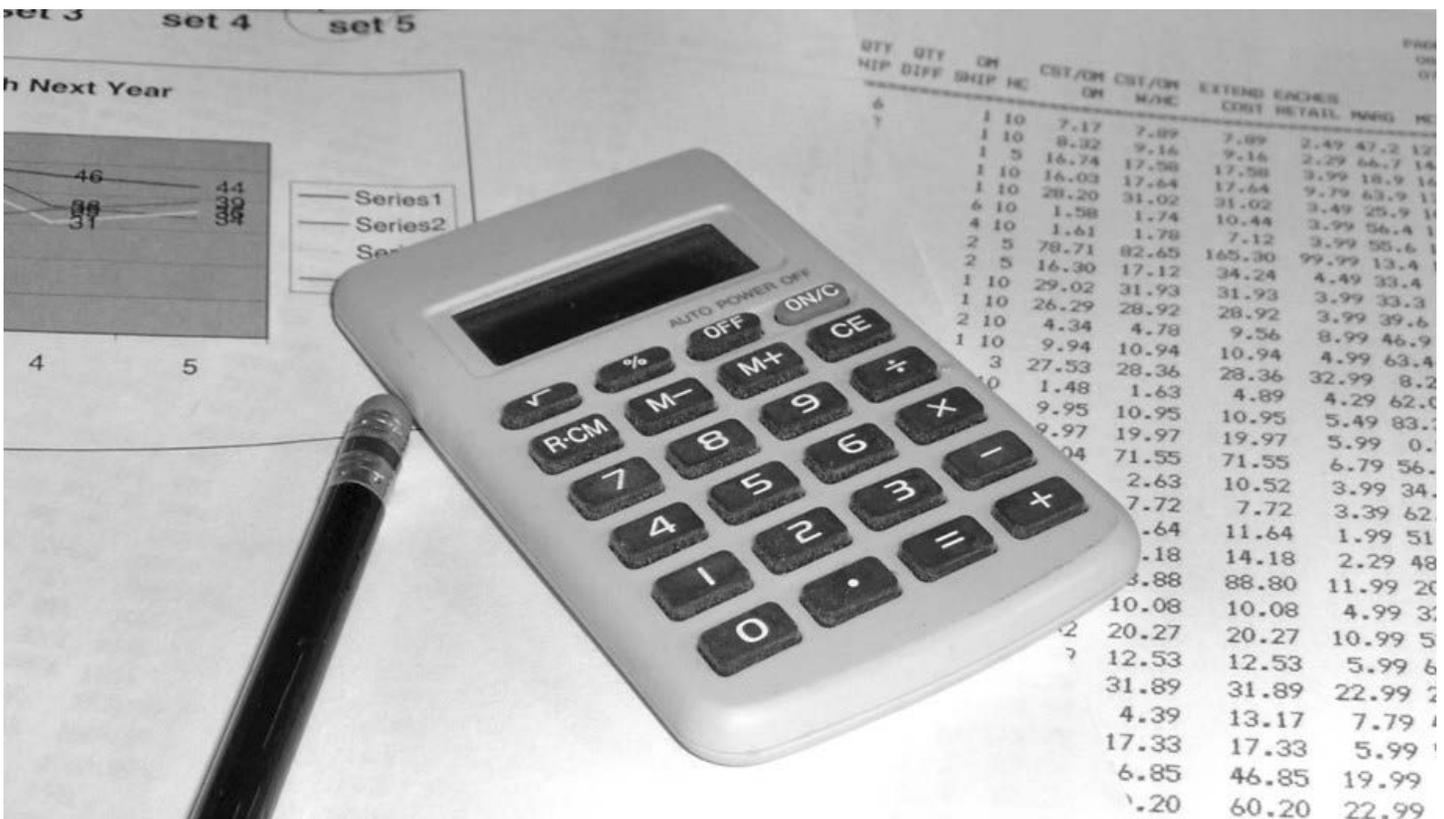
ISO/Lean/Quality/Six Sigma (continued)

Lean
- 3P's
- 5S
- 5S for Office
- 8 Deadly Wastes
- Advanced Lean: Kaizen
- Autonomous Maintenance
- Business Process Reengineering
- Cost of Poor Quality COPQ
- Creating Continuous Flow
- Design Thinking
- Heijunka
- Hoshin-Kanri: Aligning Strategy and Operations
- Implementing pull systems
- Jidoka
- Kaizen
- Kaizen: Conducting a Lean Improvement On-site
- Kanban
- Kata
- Lean Accounting
- Lean Bronze Certification (silver, gold)
- Lean Bronze Test Prep and Lean Foundations
- Lean Engineering
- Lean ERP
- Lean Finance
- Lean Government
- Lean Health Care
- Lean IT
- Lean Management Systems
- Lean Manufacturing
- Lean Marketing
- Lean Maturity Model
- Lean Office and Corporate Assessment
- Lean Overview
- Lean Principles and Tools
- Lean Process and Six Sigma
- Lean Services, Call Center and Banking
- Lean Simulation
- Lean Six Sigma
- Lean Six Sigma Black Belt
- Lean Six Sigma Green Belt
- Lean Six Sigma Yellow Belt
- Lean Tools
- Lean Toolset Overview
- Lean Overview
- Learning to See

- One Piece Flow
- Organization Around Lean: 5S
- SMED/QCO
- Standard work
- Total Productive Maintenance
- TWI - Training Within Industry
- Value Stream Mapping

Quality Management System
- AS9100 Internal Auditor
- AS9100 Lead Auditor
- IATF Gap Analysis
- IATF Internal Auditor
- IATF Lead Auditor
- Implementing AS9100
- Implementing IATF 16949
- Implementing ISO14001
- Implementing ISO9001
- ISO9001 Internal Auditing
- ISO9001 Lead Auditor

Six Sigma
- Lean and Six Sigma Certification for Sponsors
- Lean Bronze Test Prep and Lean Foundations
- Lean Process and Six Sigma
- Six Sigma Black Belt
- Six Sigma Green Belt
- Six Sigma Green Belt Project
- Six Sigma Master Black Belt
- Six Sigma Overview
- Six Sigma the Human Side of Lean
- Six Sigma White Belt
- Six Sigma Yellow Belt

ISO/Lean/Quality/Six Sigma (continued)

Quality

- 5 S Workshop
- 7 Step Corrective Action Process
- Advanced Product Quality Planning (APQP) – How to Workshop
- Advanced Product Quality Planning (APQP) – Overview
- Ambiguity Analysis and Design
- Application LM Quality Center v11
- APQP & FMEA for Tooling and Equipment Manufacturing
- APQP, FMEA & Control Plans
- Automotive/Production Core Tools
- Business Improvement Processes
- Capturing Baseline Metrics
- Comprehensive Quality Overview for the Banking Industry
- Continuous Improvement
- Control Planning Workshop
- Control Plans and Planning
- Corrective Action Workshops
- Cost of Quality
- Design FMEA
- Design of Experiments
- Design Verification Plan and Report (DVP&R)
- Developing ST Strategies and Cases
- Effective Problem Solving – Corrective Actions, Root Cause Analysis, 8D, 7 Step
- Error Proofing Workshop
- First Piece Inspection
- FMEA Potential Failure Mode and Effects Analysis
- FMEA Workshop
- GDT for Design
- Geometric Dimensioning and Tolerancing (GD&T)
- Introduction to Statistical Process Control
- Measurement Systems Analysis (MSA)
- OHSAS 18001
- Point of Cause: Fishbone Diagram and the "Five Whys"
- PPAP Overview
- Problem Identification and Trouble Shooting
- Process FMEA with Control and Reaction Plans
- Process Improvement Simulation
- Process Mapping Workshop
- Production Part Approval Process (PPAP)
- Quality Assurance and Control
- Quality Assurance Fundamentals
- Quality Function Deployment
- Root Cause Analysis
- Seven Wastes: Identifying and Removing "Muda"
- Special Process Assessment
- Statistical Process Control (SPC)
- Sustainability of Value Capture
- The Capability Maturity Model
- Integrated Value Stream Mapping
- Total Productive Maintenance and Reliability
- Voice of the Customer

Sales and Customer Service

Call Center
- Call Center Overview
- Call Center Training
- Customer Satisfaction: Excellence in Dealing with Emotional Behavior
- Five Star Customer Service Excellence
- Motivating Your Sales Team
- Negotiating Skills
- Telephone Etiquette
- Telephone Skills for Superior Customer Satisfaction

Customer Service
- Achieving Service Excellence
- Business Ethics Skills
- Business Etiquette
- Communication Strategies
- Conducting a Successful User Needs Analysis
- Connecting with Customers
- Conquering Customer Conflicts
- Customer Satisfaction: Excellence in Dealing with Emotional Behavior
- Customer Service
- Customer Service Excellence Workshop
- Customer Support
- Developing Customer Service Skills with IT Professionals
- Five Star Customer Service Excellence
- Guiding Customer Conversations
- Handling a Difficult Customers
- Handling Challenging Customers Effectively
- Healing the Customer Relationship
- Mastering Service
- Reaching for Stellar Service
- Resolving Issues that Impact the Customer
- Telephone Etiquette
- Telephone Skills for Superior Customer Satisfaction
- The Service Difference
- Voice of the Customer

Sales
- Budget and Financial Support
- Business Acceleration and Growth Through SPIN Selling
- Business Acumen
- Business Ethics Skills
- Business Etiquette
- Coaching Salespeople
- Collaboration and Negotiation
- Contract Management
- Customer Satisfaction: Excellence in Dealing with Emotional Behavior
- Five Star Customer Service Excellence
- In-person Sales
- Internet Marketing
- Marketing Basics
- Meeting the Unspoken Customer Needs
- Motivating Your Sales Team
- Negotiating for Results
- Overcoming Sale Objectives
- Proposal and Report Writing
- Sales and Customer Service
- Sales Fundamentals
- Sales Training
- Selling and Marketing
- Telephone Etiquette
- Telephone Skills for Superior Customer Satisfaction
- Top 10 Sales Secrets

Workplace Skills

Administrative & Office Skills
- Administrative Office Procedures
- Administrative Support Skills
- Archiving and Records Management
- Basic Bookkeeping Skills
- Effective Meetings
- Event Planning
- Meeting Management
- Meeting Techniques
- Networking Within the Company
- Organizational Skills
- Proposal and Report Writing

Agile Development
- Agile for Business Analysts
- Certified Scrum Developer (CSD)
- Certified Scrum Master (CSM)
- Certified Scrum Product Owner (CSPO)
- Implementing an Agile Project

- Leading SAFe (SA)
- Managing SW Projects Using Scrum
- Managing the Agile Product Development Life Cycle
- Planning and Managing Agile Projects
- Professional Scrum Developer (PSD)
- Professional Scrum Foundations (PSF)
- Professional Scrum Master (PSM)
- Professional Scrum Product Owner (PSPO)
- SAFe Product Owner (SPMPO)
- SAFe Program Consultant (SPC) Training & Certification Course

Workplace Skills (continued)

All Employees
- Assertiveness and Conflict Resolution
- Building a Constructive Relationship with Your Manager
- Building Collaborative Relationships with Your Peers
- Business Acumen
- Civility in the Workplace
- Conflict Management
- Conflict Management Workshop
- Conquering Stress and Anxiety through Mind/Body Awareness
- Creative Problem-Solving and Decision-Making
- Critical Thinking and Creative Problem-Solving
- Cultural Competency
- Customer Satisfaction: Excellence in Dealing with Emotional Behavior
- Dealing with Difficult People
- Developing Corporate Behavior
- Digital Citizenship
- Diversity Awareness Workshop
- Effective Problem Solving
- Emotional Intelligence
- Entrepreneurial Spirit: Operational Ownership Establishing Performance
- Five Star Customer Service Excellence
- Front-line Leadership
- Fundamentals for Production: Front-line Leader Tool Set
- Generation Gaps
- Goal Setting and Getting Things Done
- Improving Mindfulness
- Maintaining a Positive and Proactive Attitude
- Managing Skills for Non-Managers
- Managing Workplace Anxiety
- Managing Your Career for Short and Long Term
- Networking Within the Company
- Organizational Skills
- Personal Effectiveness through Emotional Intelligence
- Personal Productivity
- Powerful Presentations

- Practical Time and Workload Management
- Problem Solving and Decision Making
- Public Speaking
- Safety in the Workplace
- Self-Leadership
- Social Intelligence
- Stress Management
- Telephone Etiquette
- Telephone Skills for Superior Customer Satisfaction
- Thriving in a Time of Change: Tools for Working in a Changing Organization
- Thriving on Change
- Time and Stress Management Workshop
- Universal Safety Practices
- Women in Leadership
- Workplace Diversity
- Workplace Harassment
- Workplace Violence

Data Modeling
- Agile Database Design Techniques
- Collaborative Data Modeling Using ER/Studio and Repository
- Collaborative Data Modeling Using ERwin R9.x
- Data Domains Master Data Management
- Foundations of Data Modeling and Design using ERwin R9.x
- Introduction to Data Modeling
- Introduction to Data Modeling and Design Using Embarcadero ER/Studio
- Introduction to Master Data Management Design

Design Requirements
- Gathering and Documenting Requirements with Use Cases
- Introduction to UML
- Object-Oriented Analysis & Design with UML
- Domain Analysis and Design using UML UML, OO, Java and RUP Fundamentals
- RUP Overview
- Use Case Workshop

Workplace Skills (continued)

Personal Effectiveness
- Body Language Skills
- Conflict Management Workshop
- Conquering Stress and Anxiety through Mind/Body Awareness
- Continuous Improvement for Superior Results
- Corporate Social Responsibility: Influencing Positive Change in You
- Creative Problem-Solving and Decision-Making
- Creative Techniques for the Classroom
- Critical Thinking and Creative Problem-Solving
- Goal Setting and Getting Things Done
- Integrated Business Planning
- Job Search Skills
- Managing Projects On-Time, On-Budget
- Managing Your Career for Short and Long Term
- Personal Effectiveness through Emotional Intelligence
- Practical Time and Workload Management
- Telephone Etiquette
- The Art and Science of Evaluating Programs
- Time and Stress Management Workshop
- Using Social Media

Professional & Personal Development
- Active Listening Skills
- Anger Management Skills
- Assertiveness and Self-Confidence
- Conquering Stress and Anxiety through Mind/Body Awareness
- Consulting Skills Refresher Sessions
- Corporate Social Responsibility: Influencing Positive Change in You
- Crises Management
- Critical Thinking and Creative Problem-Solving
- Developing Creativity
- Entrepreneurship
- Facilitation Skills for IT Professionals: JAD and Business Requirements
- Goal Setting and Getting Things Done
- Improving Mindfulness

- Increasing Self-Awareness
- Increasing Your Happiness
- Leadership and Influence
- Life Coaching Essentials
- Managing Personal Finances
- Managing Workplace Anxiety
- Managing Your Career for Short and Long Term
- Networking Outside of the Company
- Networking Within the Company
- Personal Productivity
- Self Leadership
- Social Intelligence
- Stress Management
- Telephone Etiquette
- Time and Stress Management Workshop
- Using Social Media
- Women in Leadership

Service-Oriented Architecture (SOA)
- Introduction to SOA and Web Services
- Understanding SOA: A Technical Overview
- SOA Overview for Non-Technical Managers
- SOA Architecture and Design Principles
- Service-Oriented Modeling & Architecture (SOMA)
- SOA Analysis

Social Media for Business
- Facebook Strategies & Tactics for Business Success
- Google Search Strategies & Tactics for Business Success
- Internet Marketing
- LinkedIn Strategies & Tactics for Business Success
- mLearning
- Social Learning
- Social Media Marketing
- Social Networking Strategies & Tactics for Business Success
- Twitter Strategies & Tactics for Business Success
- Using Social Media
- Writing for the Web and Mobile Devices
- Writing Strategies for the Web

Workplace Skills (continued)

Soft Skills

- 10 Soft Skills You Need
- Active Listening Skills
- Anger Management Skills
- Assertiveness and Self-Confidence
- Body Language Basic Skills
- Business Etiquette
- Conflict Resolution
- Creative Problem Solving
- Crises Management
- Emotional Intelligence
- Improving Mindfulness
- Increasing Self-Awareness
- Interpersonal Skills
- Personal Productivity
- Practical Time and Workload Management
- Seeing and Taking Initiative
- Social Intelligence
- Stress Management
- Teamwork and Team Building
- Telephone Etiquette
- Time Management
- Work-Life Balance

Technical & Business Writing

- Advanced Business Writing
- Advanced Workshop for Technical Writers
- Advanced Workshop for Technical Writers
- Business Writing
- Business Writing for Impact and Influence
- Business Writing for Managers
- Collaborative Business Writing
- Conducting a Successful User Needs Analysis
- Documenting Business and Technical Requirements
- Practical English Grammar Skills
- Proofreading and Editing
- Proposal and Report Writing
- Proposal and Report Writing
- Proposals with the Competitive Edge
- Proposals with the Competitive Edge
- Technical and Legal Writing
- Technical Writing: Concise and Precise Language, Tone and Format
- User Guides That Get Used
- Writing Effective Briefing Notes
- Writing for the Web and Mobile Devices
- Writing Strategies for the Web
- Writing Technical Descriptions, Requirements & Procedures
- Writing Technical Information Effectively

User Interface/User Experience- UI/UX

- Applied Project: UX A-Z with Real Deliverables
- Design Thinking for Mobile Innovation
- Mobile Usability Testing
- Mobile User Research
- UI/UX Interaction Design Intensive
- UI/UX Mobile Design Foundational: Fast Track
- Usability Testing: Desktop (social/web/web app)
- User Research: Desktop (Social/Web/Web App)
- UX Webinars: Special Topics in UX UI/UX Foundational: Fast Track

Computer and Information Technology

Authorized VMware
- H1L98S VMware Center Configuration Manager for Virtual Infrastructure
- H6D01S VMware vSphere: Install, Configure, Manage (V5.5) H6D02S VMware vSphere: Optimize and Scale (V5.5) HL237S VMware vSphere 5.x: Design Workshop
- H6D03S VMware vSphere: Fast Track (V5.5) H4S50S vSAN Deploy and Manage [V5.5]
- Management

Blades & ProLiant
- HE643S: Introduction to HP ProLiant Servers
- HE646S HP BladeSystem Administration
- HK758S HP Virtual Connect
- HP Big Data
- H6C60S Hadoop for Systems Administrators

HP Business Analysis
- HE541S Managing IT Projects
- HE551S Principles of Business Analysis
- HP Cloud Computing
- H0DS3S Docker
- H6C68S Introduction to OpenStack Foundations
- H6LF7S HPE Deep Dive training for Microsoft Azure Stack
- H8Q14S HPE Helion OpenStack

HP Integrity
- HK713S HP Integrity Superdome 2 Administration

HP Networking
- H0LK65 Deploying the Mobile-First Campus using Aruba OS-Switches
- H4C81S HP FlexNetwork Fundamentals (00870186)
- H8D07S Migrating from Cisco to HPE FlexNetworks
- H8D09S Fast Track for Deploying HP FlexNetwork Comware Technologies
- HL048S IMC Essentials for Network Administrators

HP NonStop
- U4147S Concepts and Facilities for HP NonStop Systems

HP Storage
- H9P97S Managing HPE 3PAR
- HK364S HP StoreVirtual 4000 Storage Administration and Configuration
- HK766 Managing HP StoreOnce Backup Solutions (00811836)
- HK902S Managing HP 3PAR StoreServ I
- HK904S Managing HP 3PAR StoreServ II (00776792)
- HK910S HP StoreFabric B-Series Switch Administration
- HK911S HP StoreFabric B-Series Fabric Professional

HP - Unix & Linux
- 51434S UNIX Fundamentals
- H7091S Linux System Administration I

HP-UX
- H3064S HP-UX System and Network Administration I
- H8P04S HPE Integrity Superdome X Administration

Computer and Information Technology (continued)

Business Analysis, Agile/Scrum & DevOps:

Agile & Leadership
- Agile & Leadership Coaching Skills for the Agile Workplace
- Agile for Managers
- Certified Agile Leadership
- Leading to Real Agility

BRM
- Agile for Business Analysts
- Business Relationship Management (BRM) Foundation
- Business Relationship Management Professional (BRMP)

Business Analysis
- Business Analysis and Requirements Gathering
- Business Analysis for IT Professionals
- Business Analysis Overview
- Business Analysis: Concepts, Tools and Techniques
- Business Process Analysis
- Consulting Skills for the Business Analyst
- Design and Facilitate Agile Requirements Workshops
- Essentials of Business Analysis
- High Quality Business Requirements
- PMI Professional in Business Analysis (PMI-PBA) Exam Preparation Course
- Preparation for the CBAP
- Project Management Skills for the Business Analyst
- Requirements Eliciting
- Writing Effective Business Cases

Data Modeling
- Advanced Data Modeling Using Erwin R9.7
- Agile Database Design Techniques
- Collaborative Data Modeling Using IDERA ER/Studio and Repository
- Comprehensive Data Modeling and Design Using Erwin R9.7
- Data Domains Master Data Management
- Data-Driven Decision Making
- Foundations of Data Modeling and Design Using IDERA ER/Studio
- Introduction to Master Data Management Design

Design Requirements
- Gathering and Documenting Requirements with Use Cases
- Introduction to UML
- Object Oriented Analysis & Design with UML
- RUP Overview

DevOps & Continuous Integration
- Continuous Delivery and Integration
- Continuous Deployment in Practice
- Continuous Integration with Jenkins
- Developing Modern Application Architectures with OpenStack
- DevOps – Master Certificate Program
- DevOps Continuous Delivery Architect (CDA) Certificate Program
- DevOps Foundation Certificate Program (with Exam)
- DevOps Implementation Boot Camp
- DevOps Professional Certificate Program
- DevOps Test Engineering
- MOC 40500 A: DevOps Workshop - Supporting the Microsoft Professional Program

DevOps Tools
- Advanced Git
- Ansible
- Chef
- Comprehensive JIRA
- Docker
- Effective DevOps with Ansible, AWS and Docker
- Introduction to Git and GitHub
- Kubernetes Administration
- OpenShift Enterprise Administration
- Puppet

Computer and Information Technology (continued)

Business Analysis, Agile/Scrum & DevOps (continued):

Kanban
- Kanban Management Professional (KMP II)
- Kanban System Design (KMP I)
- Team Kanban Practitioner (TKP)

SAFe
- Leading SAFe - Certification
- SAFe for Teams
- Scaled Agile: Leading SAFe 4.5 with SA Certification

Scrum Development
- Advanced Certified ScrumMaster (A-CSM)
- Agile Scrum Developer
- Agile Scrum Foundation Certificate Program
- Certified Scrum Developer (CSD)
- Certified Scrum Product Owner (CSPO)
- Certified ScrumMaster (CSM)
- Compelling Communication
- Introduction to Agile and Scrum
- Professional Scrum Developer (PSD)
- Professional Scrum Foundations (PSF)
- Professional Scrum Master (PSM)
- Professional Scrum Product Owner (PSPO)
- Writing Product Backlog Items

Service Oriented Architecture (SOA)
- Service Oriented Architecture and Web Services
- Service-Oriented Architecture - SOA Analysis
- Service-Oriented Modeling & Architecture (SOMA)
- SOA Architecture and Design Principles
- SOA Overview for Non-Technical Managers
- Understanding SOA: A Technical Overview

User Interface/User Experience- UI/UX
- Applied Project- UX A-Z
- Design Thinking for Mobile Innovation
- Mobile Usability Testing
- Mobile User Research
- UI/ UX Mobile Design Foundational
- UI/UX Foundational
- UI/UX Interaction Design Intensive
- Usability Testing- Desktop (Social/Web/ Web App)
- User Research- Desktop (Social/Web/Web App)
- UX Webinars: Special Topics in UX

Computer and Information Technology (continued)

Cisco, TCP/IP & Networking Technologies:

Cisco Routing & Switching
- CCNP Bootcamp (ROUTE, SWITCH, and TSHOOT)
- Configuring BGP on Cisco Routers v4.0 (BGP)
- Implementing Cisco IP Routing v2.0 (ROUTE)
- Implementing Cisco IP Switched Networks v2.0 (SWITCH)
- Implementing Cisco MPLS v3.0 (MPLS)
- Interconnecting Cisco Networking Devices Accelerated 3.0 (CCNAX)
- Interconnecting Cisco Networking Devices Part 1v3.0 (ICND 1)
- Interconnecting Cisco Networking Devices Part 2 v3.0 (ICND 2)
- Troubleshooting and Maintaining Cisco IP Networks (TSHOOT)

Cisco Contact Center
- Administering Packaged Contact Center Enterprise 10 (APCCE)
- Administering Unified Contact Center Enterprise Part 1 v10.x (AUCCE 1)
- Administering Unified Contact Center Enterprise Part 2 v10.x (AUCCE 2)
- Advanced Contact Center Express Scripting Labs v11.0 (ACCXSL)
- Cisco Contact Center Enterprise Fundamentals (CCCEF)
- CVP Development and Scripting (CVPDS Part 1)
- CVP Development and Scripting (CVPDS Part 2)
- Deploying Cisco Unified Contact Center Express v4.0 (UCCXD)
- Deploying Unified Contact Center Enterprise v10 (DUCCE)

Cisco Unified Communications
- Administering Cisco UC Mgr and Unity Connection v8 w/AUC (ACUCM)
- Adv. Administration for Unified Communications Manager and Features (AAUCMF)
- Cisco Meeting Server 1 (CMS1) / Acano Certified Expert Training 1 (ACE1)
- Implementing Cisco Collaboration Devices (CICD)
- Implementing Cisco Emergency Responder 9.0 (ICER)
- Implementing Cisco IP Telephony & Video, Part 1v1.0 (CIPTV 1)
- Implementing Cisco IP Telephony & Video, Part 2 v1.0 (CIPTV 2)
- Implementing Cisco Quality of Service v2.5 (QoS)
- QOS - Implementing Cisco Quality of Service 2.5
- SIP 1.0 Trunk Operations (SIPTO)
- Troubleshooting Cisco IP Telephony & Video v1.0 (CTCOLLAB)

Cisco Security
- ASA Essentials v3.0 (ASAE)
- Implementing Advanced Cisco ASA Security (SASAA)
- Implementing and Configuring Cisco Identity Services Engine (SISE)
- Implementing Cisco Cybersecurity Operations (SECOPS)
- Implementing Cisco Edge Network Security Solutions v1.0 (SENSS)
- Implementing Cisco IOS Network Security v3.0 (IINS)
- Implementing Cisco Secure Access Solutions v1.0 (SISAS)
- Implementing Cisco Secure Mobility Solutions v1.0 (SIMOS)
- Implementing Cisco Threat Control Solutions (SITCS)
- Implementing Core Cisco ASA Security (SASAC)
- Understanding Cisco Cybersecurity Fundamentals (SECFND)

Computer and Information Technology (continued)

Cisco, TCP/IP & Networking Technologies (continued):

Cisco Data Center & Storage
- ACI Field Engineer Implementation (ACI-FEI)
- ACI Operations & Troubleshooting Bootcamp (ACI OT BC)
- Configuring Cisco Nexus 9000 Series Switches in ACI Mode v2.0 (DCAC9K)
- Implementing Cisco Data Center Infrastructure (CDII)
- Implementing Cisco Data Center Unified Computing v6.0 (DCUCI)
- Introducing Cisco Data Center Networking v6.1 (DCICN)
- Introducing Cisco Data Center Technologies v6.1 (DCICT)

Cisco Wireless
- Cisco UWN Bootcamp: Deploying Cisco Wireless LANs (CUWNBC)
- Deploying Cisco Wireless Enterprise Networks (WIDEPLOY)
- Implementing Cisco Wireless Network Fundamentals v.1 (WIFUND)
- Managing Cisco Wireless LANs v1.2 (WMNGI)
- Managing Enterprise Networks with Cisco Prime Infrastructure v3.1 (NMENPI)

Cisco Video
- Cisco Video Infrastructure Implementation (VII)
- Implementing Cisco Video Network Devices, Part 1 & 2 (CIVND 2)

Certified Juniper
- Advanced Junos Enterprise Routing (AJER)
- Advanced Junos Enterprise Switching (AJEX)
- Advanced Junos Security (AJSEC)
- Advanced Junos Service Provider Routing (AJSPR)
- Juniper Introduction to the Junos Operating System (IJOS)
- Juniper Junos Intermediate Routing (JIR)
- Juniper Networks Certified Professional Enterprise Routing & Switching Bootcamp, AJER & AJEX
- Juniper Networks Certified Specialist Enterprise Routing and Switching Bundle, JIR and JEX (JNCIS-ENT)
- Junos Enterprise Switching (JEX)
- Junos Layer 3 VPNs (JL3V)
- Junos MPLS Fundamentals (JMF)
- Junos Security (JSEC)
- Junos Service Provider Switching (JSPX)

EC-Council
- EC-Council Certified Encryption Specialist (ECES)
- EC-Council Certified Incident Handler (ECIH)
- EC-Council Certified Network Defense Architect (CNDA)
- EC-Council Certified Secure Computer User (CSCU)
- EC-Council Certified Secure Programmer
- EC-Council Certified Secure Programmer - Java (ECSP)
- lEC-Council Certified Security Analyst (ECSA)
- EC-Council Chief Information Security Officer (CCISO)
- EC-Council Computer Hacking Forensic Investigator Certification v9 (CHFI)
- lEC-Council Disaster Recovery Professional (EDRP)

Computer and Information Technology (continued)

Cisco, TCP/IP & Networking Technologies (continued):

F5
- F5 Networks Administering BIG-IP v12 or v13
- F5 Networks Configuring BIG-IP AFM v12: Advanced Firewall Manager
- F5 Networks Configuring BIG-IP AFM v13: Advanced Firewall Manager
- F5 Networks Configuring BIG-IP APM v12: Access Policy Manager
- F5 Networks Configuring BIG-IP ASM v13: Application Security Manager
- F5 Networks Configuring BIG-IP DNS v12: Domain Name System
- F5 Networks Configuring BIG-IP LTM: Local Traffic Manager
- F5 Networks Troubleshooting BIG-IP LTM v12

Hacking
- Advanced Hacker Methodologies for Security Professionals
- Hacker Methodologies for Security Professionals
- Hacking with Python

Palo Alto
- Palo Alto Traps 4.0: Deploy and Optimize (EDU-285)
- Palo Alto Traps 4.0: Install, Configure, and Manage (EDU-281)

TCP/IP & VOIP
- Advanced Enterprise TCP/IP
- Advanced IPv6 Migration
- Introduction to Enterprise TCP/IP
- Introduction to IPv6
- TCP/IP Networking Concepts and z/OS Configuration

Computer and Information Technology (continued)

Cybersecurity:

OS Security
- System Forensics for Incident Responders
- Understanding Operating Systems

Cybersecurity
- CCSP Certification Prep Course
- Certified Authorization Professional (CAP)
- CISSP Certification Prep Course
- CSSLP Certification Prep Course
- Cyber Intelligence Training
- Data Privacy and Cyber Security Program Considerations
- Enterprise Wi-Fi Security (CWSP)
- HCISPP Certification Prep Course
- Introduction to Secure Sockets Layer
- Introduction to Cyber Security
- RESILIA® Foundation
- SSCP Certification Prep Course
- Wireless LAN Administration (CWNA)

EC-Council
- EC-Council Certified Ethical Hacker (CEHv10)

IT Auditing
- Applying the NIST Risk Management Framework
- Conquering the Risk Universe – Implementing the ISACA IT Risk Framework
- Information Security Essential for Auditors
- ISACA Certification Review: CRISC
- ISACA Certification Review: CISA
- ISACA Certification Review: CISM
- Looking Within: Refining the Audit Process

Malware Analysis
- Advanced Malware Analysis
- Malware Analysis: Assembly for Reverse Engineers
- Malware Analysis: Behavioral Malware Analysis
- Malware Analysis: Malware Reverse Engineering

Mobile Security
- Android Attack & Defend
- Apple iOS Attack and Defend
- Securing Mobile/Wireless Technology

Network Threats
- Advanced Network Traffic Analysis
- Cyber Threat Detection and Mitigation
- Malicious Network Traffic Analysis
- Network Traffic Analysis
- Python for Network Defenders

Databases & Business Intelligence:

Big Data
- Advanced Hadoop for Developers
- Big Data Foundation Certification
- Big Data Overview
- Hadoop for Administrators
- Hadoop for Business Analysts
- Hadoop for Developers
- HDP Administration Fast Track
- NoSQL for Developers (Cassandra)
- NoSQL for Developers (Hbase)

Cognos
- Advanced Reporting on the Web (Report Studio) with IBM Cognos 10
- Advanced Reporting with IBM Cognos Analytics
- Analysis on the Web IBM Cognos 10
- Creating Reports from Multidimensional Data (Report Studio) with IBM Cognos 10
- Data Modeling with IBM Cognos 10 Framework Manager
- IBM Cognos 10 Creating Data Models with Transformer
- Introduction to Active Reports IBM Cognos 10
- Introduction to IBM Cognos 10 Business Insight
- Introduction to IBM Cognos 10 Business Insight Advanced
- Introduction to Reporting in Cognos Analytics
- Queries on the Web IBM Cognos 10
- What's New with IBM Cognos 10

Data Mining & Data Warehousing
- Applied AI & Machine Learning – Comprehensive Experience
- Applied AI & Machine Learning - Design
- Applied AI & Machine Learning - Development
- Designing the Data Warehouse
- Implementing Data Warehousing and ODS
- Introduction To Data Mining
- Introduction to Data Warehousing
- Predictive Analytics & Data Mining Strategic Implementation
- Predictive Analytics & Data Mining: Model Development
- The Data Warehouse ETL Toolkit

Data Science
- Advancing the Analytics-Driven Organization
- Apache Spark for Developers
- Comprehensive Apache Spark 2.3 for Machine Learning and Data Science
- Comprehensive Programming for Apache Spark 2.3
- Data Analytics with R Programming
- Deep Learning Overview
- Deep Learning Theory: Hands-on Intro with TensorFlow and Keras
- Elements of Machine Learning With Spark and Python
- ELK and X-Pack
- Introduction to Data Analytics with Access Outline
- Making Data Science Pay
- MOC 20773 A: Analyzing Big Data with Microsoft R
- MOC 20774 A: Perform Cloud Data Science with Azure Machine Learning
- MOC 20775 A: Performing Data Engineering on Microsoft HD Insight
- Python 3.x for Engineers and Data Scientists
- Python v3 for Scientists
- Scala Fundamentals
- Solr for Developers

Db2 for LUW
- Db2 11.1 Administration Workshop for Linux (CL206G)
- Db2 Concepts and SQL for Mainframe & LUW
- Db2 LUW 11.1 New Features and Database Migration (CL315G)

Computer and Information Technology (continued)

Databases & Business Intelligence (continued):

Db2 for z/OS
- Db2 11 for z/OS New Features
- Db2 Advanced SQL with Performance and Tuning for Programmers
- Db2 Application Programming and Design 11
- Db2 Concepts and Facilities
- Db2 for z/OS Database Administration
- Db2 SQL Stored Procedure Language
- QMF - Query Management Facility

Informatica
- Informatica B2B Training: Data Exchange, Developer
- Informatica B2B: Data Transformation, Developer
- Informatica Business Glossary Training
- Informatica Data Integration Hub Developer 9.6
- Informatica Data Quality 9.x: Developer, Level 1
- Informatica Developer Tool 10.1: Big Data Management
- Informatica Metadata Manager 9.6
- Informatica PowerCenter 10: Administration
- Informatica PowerCenter 9.x/10.x: Developer, Level 1
- Informatica PowerCenter 9.x/10.x: Developer, Level 2
- Informatica PowerCenter Training Bootcamp
- Informatica PowerExchange Basics

Informix
- Advanced Informix Performance Tuning
- Designing, Developing & Optimizing IBM Informix Databases
- Informix Enterprise Replication
- Informix for Database Administrators

InfoSphere
- IBM InfoSphere DataStage - Advanced Training
- IBM InfoSphere DataStage - Intermediate Training
- IBM InfoSphere DataStage - Introduction Training
- IBM InfoSphere Info Governance Catalog v11.5: Building the Governance Catalog

IoT
- Getting Started with the Internet of Things, AI & Machine Learning
- Internet of Things Foundation
- Leading the IoT Revolution

Computer and Information Technology (continued)

Databases & Business Intelligence (continued):

Microsoft BI and Data Science
- MOC 10988 C: Managing SQL Business Intelligence Operations
- MOC 10994 B: Data Analysis Fundamentals using Excel
- MOC 20466 D: Implementing Data Modelsand Reports with Microsoft SQL Server
- MOC 20467 D: Designing Business Intelligence Solutions with MS SQL Server 2014
- MOC 20768 C: Developing SQL Data Models
- MOC 20778 B: Analyzing Data with Power BI
- MOC 20779 B: Analyzing Data with Excel
- MOC 55045 A Microsoft SharePoint 2013 End-to-End BI Bootcamp
- MOC 55049 A: PowerPivot, Power View, and SharePoint 2013 BI Center for Analysts
- MOC 55057 A SharePoint 2013 PerformancePoint Services
- MOC 55120 A Quick Microsoft SQL Server 2012-2014 Integration Services
- MOC 55123 AC Writing Reports with Report Builder and SSRS Level 1
- MOC 55128 AC Writing Reports with Report Builder and SSRS Level 2
- MOC 55157 A: SharePoint 2016 Business Intelligence
- MOC 55158 A SharePoint 2013 Business Intelligence
- MOC 55163 A Data Modeling with SQL BISM Tabular Mode
- MOC 55164 A Quick Powerful Graphics with Power View, PowerPivot, Power Query, Power Map and Power BI
- MOC 55170 A Writing Reports with Report Designer and SSRS 2016 Level 2
- MOC 55198 A: MS SharePoint Server Content Mgmt for SharePoint 2013 & 2016
- MOC 55204 AC Writing Reports with Report Designer and SSRS Level 1
- MOC 55236 A: Writing Reports with Report Builder and SSRS Level 3
- MOC 55240 A: Writing Reports with Report Designer and SSRS Level 3

Microsoft SQL Server Data Platform
- MOC 10986 B: Updating Your Skills to SQL Server 2016
- MOC 10998 A: Updating Your Skills to SQL Server 2017
- MOC 10999 A: SQL Server on Linux
- MOC 20761 C: Querying Data with Transact-SQL
- MOC 20762 C: Developing SQL Databases
- MOC 20764 C: Administering an SQL Database Infrastructure
- MOC 20765 C: Provisioning SQL Databases
- MOC 20767 C: Implementing a SQL Data Warehouse
- MOC 40074 A Microsoft SQL Server 2014 for Oracle DBAs
- MOC 40510 B: Microsoft Cloud Workshop: SQL Server Hybrid Cloud
- MOC 55246 A: SQL 2016 AlwaysOn High Availability

MicroStrategy
- MicroStrategy Architect Advanced Project Design Training
- MicroStrategy Engine Essentials Training
- MicroStrategy Training: Advanced Data Warehousing
- MicroStrategy Training: Freeform SQL Essentials
- MicroStrategy Training: Report Services Dynamic Dashboards

Computer and Information Technology (continued)

Databases & Business Intelligence (continued):

Oracle Administration
- Advanced Oracle BI Repositories
- Mastering Automatic Storage Management (ASM)
- Oracle 12c Data Guard
- Oracle 18c DBA I (3 Day)
- Oracle 18c DBA I (5 Day)
- Oracle BI 11g: Create Analyses & Dashboards
- Oracle Database 12c New Features Part 1: Manage the Multitenant Architecture
- Oracle Database 12c: Administration Workshop
- Oracle Database 12c: Architecture
- Oracle Database 12c: Backup & Recovery Workshop
- Oracle Database 12c: Install & Upgrade Workshop
- Oracle Database 12c: Resource Manager & Scheduler
- Oracle Enterprise Manager 12c Cloud Control: Install & Upgrade Workshop
- Oracle Fusion Middleware 11g: WebLogic & BI Server Architecture & Installation
- Oracle Grid Control: Implementation & Administration
- Oracle on VMware Infrastructure and Implementation for Administrators
- Oracle Privacy Security Auditing
- Oracle Virtualization & Linux Administration QuickStart
- Oracle VM for Administrators
- Oracle VM Server for SPARC Administration
- Performance Tuning Oracle and RAC on Linux & UNIX
- Performance Tuning Oracle and RAC on Windows

Oracle BI & Hyperion
- Build Repositories for OBIEE
- Create Analyses And Dashboards using OBIEE
- Designing Advanced Dashboards Using Hyperion Dashboard Studio
- Designing Advanced Queries and Reports for Hyperion
- Designing Dashboards Using Dashboard Builder
- Designing Dashboards Using Hyperion and Javascript
- Designing Queries and Reports for Hyperion
- Hyperion Reporting and Analysis Administration
- Hyperion SQR Production Reporting
- OBIEE 12c
- OBIEE Dashboard Fundamentals

Oracle Programming
- Advanced Oracle SQL Tuning Tips and Techniques
- Advanced PL/SQL Tips and Techniques
- Introduction to Oracle using TOAD
- Oracle 18c PL/SQL
- Oracle Application Express v5.0
- Oracle Database 12c: Architecture & Internals
- Oracle Database 12c: PL/SQL I - Introduction
- Oracle Database 12c: PL/SQL II - Intermediate
- Oracle Database 12c: PL/SQL III - Advanced Programming & Tuning
- Oracle Database 12c: SQL I - Introduction
- Oracle Database12c: SQL II - Intermediate
- Oracle SQL Tuning and Troubleshooting Techniques
- Oracle18c SQL

Computer and Information Technology (continued)

Databases & Business Intelligence (continued):

SAP Business Objects
- Crystal Reports 2016: Part 1
- Crystal Reports 2016: Part 2
- MOC 55118 A Creating Report with SAP Crystal Reportsfor Developer with VS
- SAP BusinessObjects 4.x: Administration Bootcamp
- SAP BusinessObjects 4.x: Universe Design Tool (UDT)
- WebIntelligence 4.x: Advanced Reporting
- WebIntelligence 4.x: Intermediate Reporting
- WebIntelligence 4.x: Rich Client Reporting
- WebIntelligence 4.x: Basic Reporting

SAP Technical
- SAP Sales and Distribution
- SAP FICO
- SAP Security
- SAP Logistics with material management
- SAP Human Capital Management
- SAP Plant Maintenance
- SAP HANA
- SAP CRM

SAS
- Advanced Enterprise Guide
- Advanced SAS Programming with PROC SQL
- Generating Reports with the SAS System
- Introduction to SAS Programming With PROC SQL
- Introduction to the SAS Enterprise Guide 3.0
- Introduction to The SAS Macro Facility
- Manipulating Data with SAS Functions and Arrays
- SAS Business Intelligence Courses: Fast Track
- SAS I: Introduction to the SAS System
- SAS II: Data Manipulation With the SAS System
- SAS III: Accelerated and Efficient Programming Techniques

Splunk
- Advanced Splunk User
- Splunk Administration
- Splunk Data Onboarding
- Splunk Developer
- Splunk User

SQL
- Advanced SQL
- Intermediate SQL
- SQL Basics

Tableau
- Tableau Desktop Advanced
- Tableau Desktop Advanced Bootcamp
- Tableau Desktop Bootcamp
- Tableau Desktop Fundamentals
- Tableau Desktop II: Intermediate
- Tableau Server Administration Training
- Tableau Server Architecture Training
- Tableau Server Training: Essentials

Teradata
- Teradata Basics
- Teradata Database Administration
- Teradata SQL
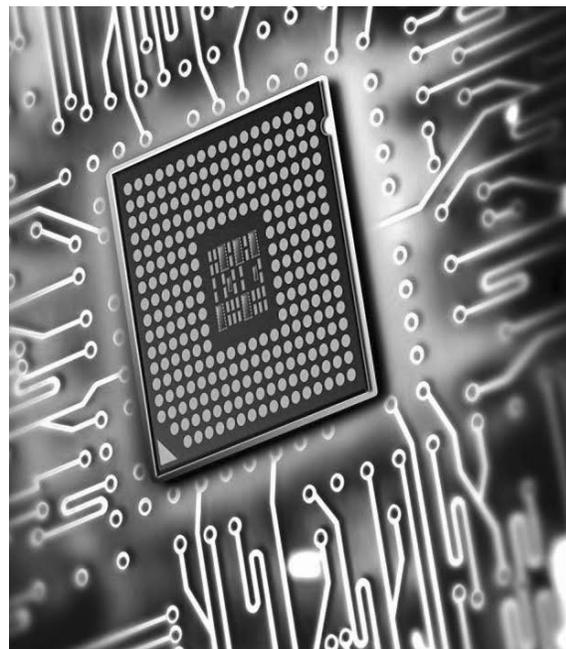
Computer and Information Technology (continued)

Front-End Web & Mobile Development:

Angular
- Advanced Angular 6
- Advanced AngularJS
- Comprehensive Angular 6
- Comprehensive AngularJS
- Introduction to Angular 6
- Introduction to AngularJS

HTML5 & JavaScript
- Advanced JavaScript
- Advanced Modern Web Development
- Advanced Node and React: Building a Secured SPA using REST APIs
- Comprehensive ColdFusion
- Core Backbone.js
- Dojo Development
- Ember.js Essentials
- Grunt.js Essentials
- HTML5 Bootcamp
- HTML5 Overview
- HTML5/CSS3/JavaScript Programming
- Introduction to Google Web Toolkit Training
- Introduction to JavaScript
- Introduction to Node.js
- Introduction to React
- Introduction to Vue.js
- jQuery
- Mastering Web Development using HTML5, CSS3, and jQuery
- Node.js / MEAN End-to-End Web Development
- Test Driven Development Using React.js and ES6

Mobile Development
- Advanced iOS Training with iOS 9
- Android Bootcamp
- Android Essentials
- Android Internals
- Android Overview
- Android Security
- Android Testing
- Functional Programming in Swift: Thinking Functionally in Swift 4.0
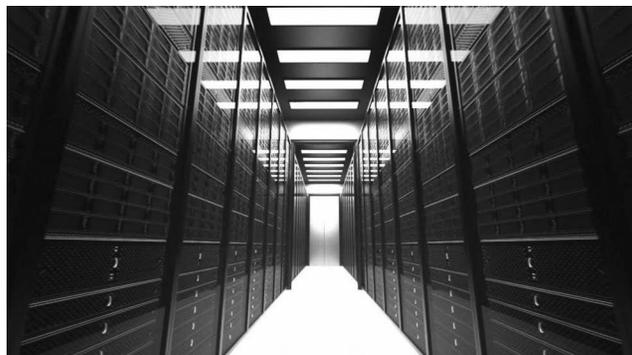
- Intro to iPhone & iPad Development w/ iOS11, Xcode 9 .x , Objective C 2, & Swift 4
- Ionic 2
- jQuery Mobile
- QA for Android OS
- Swifty iOS 11: Idiomatic iOS 11 Development with Swift 4
- Testing for iOS Apps

PHP & MySQL
- Intermediate PHP & MySQL
- Introduction to PHP
- Introduction to PHP & MySQL for Non Programmers
- Tuning MySQL for High Performance

Python
- Advanced Python
- Django Boot Camp
- Intermediate Python 2.x
- Intermediate Python 3.x
- Introduction to Python 2.x
- Introduction to Python 3.x
- Pro Django
- Python For Data Analysis
- Python Fundamentals 3.x

Ruby & Rails
- Advanced Rails
- Introduction to Ruby on Rails
- Ruby

Computer and Information Technology (continued)

Help Desk, Apple and CompTIA:

Apple
- Certified Wireless Technology Specialist (CWTS)
- Command Line for Mac OS X (CLI201)
- iOS Deployment Essentials
- iOS Deployment Workshop
- iOS Network Integration Workshop
- iOS Security and Privacy Workshop
- Mac Integration Basics 10.12
- macOS Server Essentials 10.13 (High Sierra 201)
- macOS Support and Server Essentials 10.13 (High Sierra 101 and 201)
- macOS Support Essentials 10.12 (Sierra 101)
- macOS Support Essentials 10.12 Exam
- macOS Support Essentials 10.13 (High Sierra 101)
- Managing Apple Devices 3.0
- Mobile Device Manager & Profile Manager (Lion 303)

CompTIA
- CompTIA A+ Certification: Comprehensive Approach (Exams 220-901 & 220-902)
- CompTIA Advanced Security Practitioner (CASP) (Exam CAS-002)
- CompTIA Cloud Essentials
- CompTIA Cybersecurity Analyst+ (CySA+)
- CompTIA Linux+ Powered by LPI (Exams LX0-103 and LX0-104)
- CompTIA Linux+ Powered by LPI (Exams LX0-103 and LX0 104)
- CompTIA Network+
- CompTIA Security+
- CompTIA Server+ Certification

Help Desk/Support
- Call Center Technical Support Specialists Best Practices
- Customer Support Agent
- Support Operations Manager
- Support Operations Team LeadTier 1 Support Specialist

Computer and Information Technology (continued)

IBM Mainframe & Midrange:

Assembler
- Advanced Assembler Language
- Intermediate Assembler Language
- Introduction to Assembler Language

CICS
- CICS/TS Advanced Application Programming Workshop
- CICS/TS Command Level Programming
- CICS/TS for System Programmers
- CICS/TS Internals and Workshop
- CICS/TS Structure & Problem Analysis

COBOL
- Advanced COBOL Programming
- COBOL Application Programming

Easytrieve
- Introduction to Easytrieve Plus

i5/OS & AS/400
- IBM i (AS/400) Concepts and Facilities
- IBM i (AS/400) Concepts with Control Language
- IBM i (AS/400) System Operations Workshop
- IBM i (AS/400, iSeries) Expanded Operations Workshop
- IBM i (iSeries AS/400) Administration & Control
- IBM i (iSeries AS/400) Expanded Security Workshop
- IBM i (iSeries, AS/400) ILE Control Language Programming Workshop
- IBM i (iSeries, AS/400) QAUDJRN Auditing and Forensic Analysis Workshop
- IBM i (iSeries, AS/400) Security Audit and Vulnerability Assessment Workshop
- IBM i Defense Security and Recovery

IMS
- Advanced IMS Programming
- IMS Basic Programming Techniques
- IMS Teleprocessing Techniques
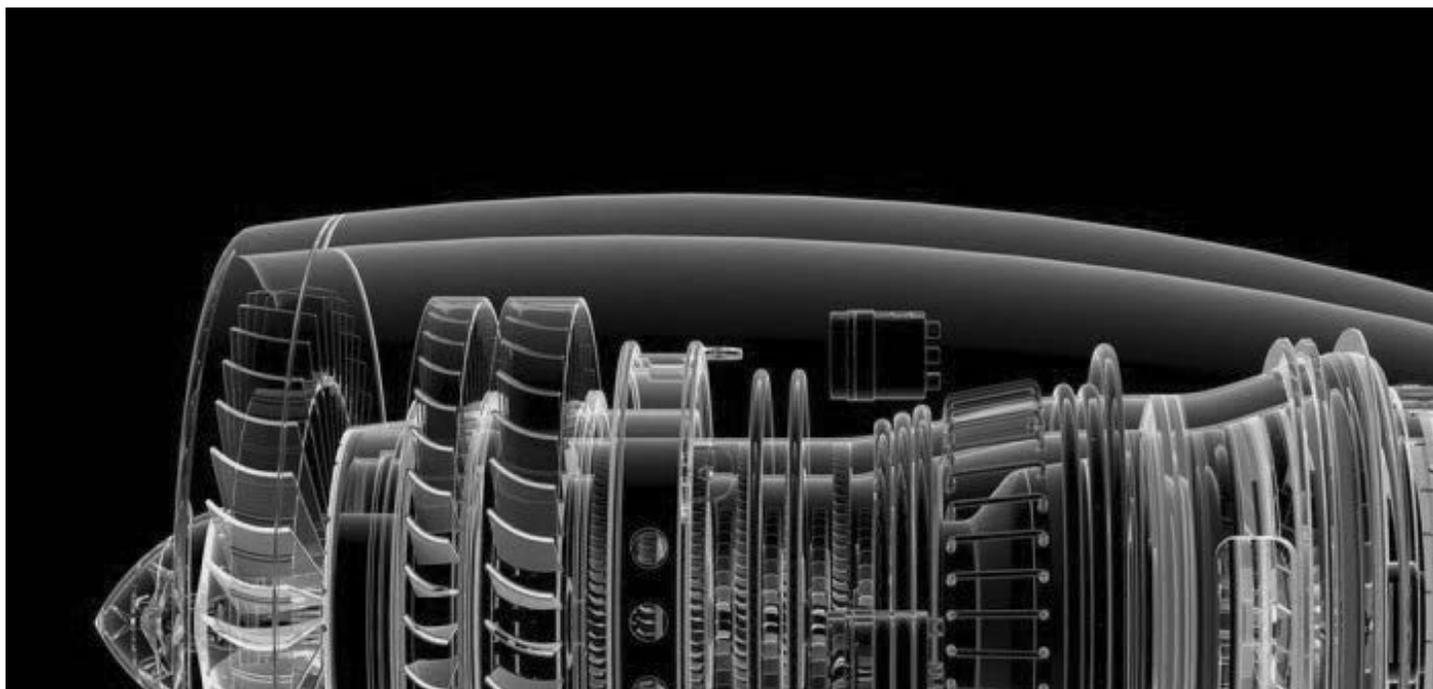
Computer and Information Technology (continued)

Mainframe Operations:

Mainframe Operations
- CICS/TS Concepts and Commands for Operations
- IMS Operator Training
- JES2 Operation
- JES3 Operation
- NetView for Operators
- VTAM Facilities and Operations
- z/OS Systems Operations

REXX
- Advanced REXX Programming
- Comprehensive REXX Programming for z/OS
- Intro to Rexx Programming
- ISPF Dialog Development

VSAM
- Introduction to VSAM
- VSAM COBOL Programming
- VSAM KSDS Performance and Tuning
- VSAM Structure & Design
- VSAM/IDCAMS Utility
- z/OS Core Skills
- Advanced MVS JCL and Utilities
- Introduction to TSO/ISPF
- Mainframe Developer Bootcamp
- MVS JCL Workshop
- MVS Skill Pack for z/OS (TSO/ISPF & JCL)
- z/OS UNIX Systems Services Introduction
- Performance Management using TMON/MVS
- Understanding Workload Manager (WLM)
- WLM GOAL Mode Migration

- z/OS Performance Tuning and Control with WLM
- z/OS WLM and Workload Licensing Changes

z/OS Security
- CA-ACF2 Basics
- CA-ACF2 CICS/TS Interface
- RACF Administration

z/OS Systems Programming
- HCD and IODF Fundamentals
- Parallel Sysplex Advanced Operations & Recovery
- \Parallel Sysplex Setup and Operation
- SMP/E Fundamentals
- z/OS Advanced Internals
- z/OS Architectural Changes
- z/OS Diagnostics and Debugging
- z/OS Installation
- z/OS Internals Bootcamp
- z/OS Operational Changes
- z/OS Parallel Sysplex Concepts for System Programmers
- z/OS Systems Programmer Bootcamp
- z/OS Technical Bootcamp
- z/OS Systems Programming
- z/OS UNIX Systems Services Implementation

z/VM & Linux on System z
- z/VM and zLINUX Operations Workshop
- z/VM Systems Programming Workshop

Computer and Information Technology (continued)

IT Service Management Tools:

BMC Control
- Introduction to Control-D
- Introduction to Control-M & Control-M/Restart
- Introduction to Control-M Workload Automation

CA OPS/MVS
- CA-Automation Point Notification Manager Essentials
- Constructing CA-OPS/MVS Applications
- Installing and Unleashing CA-Automation Point
- Installing CA-OPS/MVS
- Operating CA-OPS/MVS
- Securing CA-OPS/MVS
- Understanding & Using CA-OPS/MVS
- Understanding CA-OPS/MVS RDF & SSM

CA-Operations Management
- CA AutoSys Workload Automation r11 Fundamentals
- CA AutoSys Workload Automation r11.3 Upgrade Readiness
- CA Output Management for End-users
- CA-1 Operations Overview
- CA-7 Operations Workshop
- CA-Deliver Administration
- CA-Jobtrac Concepts and Facilities
- CA-SYSVIEW Performance Mgt 15: Realtime Performance Monitoring 200
- CA-View Administration
- Exploiting SYSVIEW and GSS using REXX
- IMOD Processing and REXX Processing in SYSVIEW
- Unicenter NetMaster Network Management for TCP/IP

IBM Tivoli
- Introduction to Tivoli NetView Pipes
- Operating SA z/OS Managed Systems
- Tivoli System Automation for z/OS Essentials

Symantec
- Blue Coat Secure Sockets Layer Visibility (SSLv)
- ProxySG 6.6 Advanced Administration
- ProxySG 6.6 Basic Administration
- Symantec Advanced Threat Protection 2.x: Incident Response
- Symantec Altiris Asset Management Suite 7.1 Administration
- Symantec CloudSOC R1
- Symantec Content Analysis 2.x: Administration
- Symantec Control Compliance Suite 11.0: Administration (3 Day)
- Symantec Control Compliance Suite 11.0: Module Course Options
- Symantec Cyber Security Services Administration R1
- Symantec Data Center Security: Server Advanced 6.7 Administration
- Symantec Data Loss Prevention 15.0 Administration
- Symantec Deployment Solution 8.1: Administration
- Symantec Encryption Management Server 3.3 and Desktop 10.3: Install, Configure, and Deploy
- Symantec Endpoint Encryption 11.0.1: Install, Configure, and Deploy
- Symantec Endpoint Protection 14.x: Configure and Protect
- Symantec Endpoint Protection 14.x: Manage and Administer
- Symantec Endpoint Protection 14: Maintain and Troubleshoot
- Symantec Endpoint Protection 14: Plan and Implement
- Symantec Ghost Solution Suite 3.0: Administration
- Symantec IT Management Suite 8.1: Administration
- Symantec IT Management Suite 8.1: Administration
- Symantec Messaging Gateway 10.6: Administration
- Symantec Security Analytics 7.2.x Professional
- Symantec Validation and Identity Protection Service v1
- Symantec VIP Access Manager R1

Computer and Information Technology (continued)

IT Service Management Tools (continued):

Veritas

- Legal Discovery Using Veritas Enterprise Vault 12.2 Discovery Accelerator
- Veritas Backup Exec 16: Administration
- Veritas Data Insight 6.1: Administration
- Veritas eDiscovery Platform 8.2: For Administrators
- Veritas eDiscovery Platform 8.2: For Users
- Veritas Enterprise Vault 12.x: Administration 1
- Veritas Enterprise Vault 12.x: Implementation and Deployment
- Veritas InfoScale 7.3 Fundamentals for UNIX/Linux: Administration
- Veritas InfoScale Availability 7.3 for UNIX/Linux: Administration

- Veritas InfoScale Storage 7.3 for UNIX/Linux: Administration
- Veritas NetBackup 8.0: Advanced Administration
- Veritas NetBackup 8.0: Maintenance and Troubleshooting
- Veritas NetBackup 8.1: Administration
- Veritas NetBackup Appliances 2.7.x: Configuration and Management

ITIL, Governance and IT Service Management:

Change Management
- Change Management - Combined Certificate Program
- Change Management - Foundation Certificate Program
- Change Management - Practitioner Certificate Program

Governance & Best Practices
- COBIT 5 Foundation Certification (with exam)
- ISO/IEC 2000® Practitioners
- ISO/IEC 20000 Foundation Certification Program
- ISO/IEC 27001® Information Security Foundation
- ISO/IEC 27002 - Information Security Foundation (ISFS) Certification Program
- ISO/IEC 27005® Risk Manager
- Kepner-Tregoe Foundation
- Kepner-Tregoe Problem Management Course
- Kepner-Tregoe® High Severity Incident Management
- PRINCE2 Foundation
- PRINCE2 Practitioner
- TOGAF 9.1 Certified-Combined Program

IT Professional
- Business Acumen
- Business Analysis for IT Professionals
- Coaching Skills for the IT Professionals
- Communication for Technical People
- Consulting and Communication Skills for the IT Professional
- Consulting Skills for the IT Professional
- Developing Customer Service Skills with IT Professionals
- Digital Citizenship
- Facilitation Skills for IT Professionals: JAD and Business Requirements
- Improving IT Service Response to Business Demands
- Influencing Others: Managing Expectations and Outcomes for IT Professionals
- Information Technology Executive and Managerial Skills
- Internal Consulting Skills for Information Technology Professionals
- IT Strategy, Enterprise Architecture and Marketplace Transformation
- Leadership for IT Professionals
- Lean IT

- Managing IT Projects
- Marketing the IT Organization Internally
- Negotiation Skills for IT Professionals
- Politics of IT Project Management
- Presentation and Communication Skills for the IT Professional
- Presentation Skills for IT Professionals
- Project Management and IT Application Rollout
- Project Management Fundamentals for IT Projects
- Time Management for IT Professionals
- Writing for the Web and Mobile Devices

ITIL Foundations
- ITIL 2011 Foundation Certification Program
- ITIL 2011 Awareness for Decision Makers
- ITIL 2011 Overview
- ITIL Service Capability Track
- ITIL 2011 Managing Across the Lifecycle (MALC)
- ITIL 2011 Operations Support Analysis (OSA) Certification Program
- ITIL 2011 Planning Protection & Optimization (PPO) Certification Program
- ITIL 2011 Release Control & Validation (RCV) Certification Program
- ITIL 2011 Service Offerings & Agreement (SOA) Certification Program
- ITIL 2011 Continual Service Improvement Certification Program
- ITIL 2011 Service Design Certification Program
- ITIL Service Lifecycle Track
- ITIL 2011 Service Operation Certification Program
- ITIL 2011 Service Strategy Certification Program

Computer and Information Technology (continued)

Java, Java EE, Open-Source & Web Application Servers:

Apache & JBoss Web Server
- Administering JBoss EAP 6
- Administering the JBoss 7/ EAP 6 Application Server
- Administering the WildFly 11+ / JBoss EAP 7.1Application Server
- Advanced JBoss 7 /EAP 6 Server Administration
- Apache and Tomcat
- Apache Maven Fundamentals
- Apache Tomcat Administration
- Apache Web Server
- Apache with Mod_Rewrite
- JBoss Administration Overview

Blockchain
- Blockchain Architecture Training
- Blockchain Security Training
- Blockchain: An Overview for Business Professionals
- Developing on Hyperledger
- Ethereum Training: Blockchain Development Bootcamp

C/C++ Development
- Advanced C Programming
- Introduction to C Programming
- Introduction to C++ Programming

Frameworks & Tools
- AJAX for Java Developers
- Building Microservices using Spring
- Core Spring
- Hibernate
- Introduction to Spring 5 and JPA2
- Introduction to Spring 5, Spring MVC, and Spring REST
- Introduction to Spring Boot
- Introduction to the Spring 4 Framework
- Jakarta Struts
- JEE Web Application Programming with Velocity and Spring
- Programming Swing and the Java Foundation Classes (JFC)

- Selenium Bootcamp with Java, Python or Scala
- Spring and Hibernate

Go Language, Julia & Rust Development
- Advanced Go Programming for Developers
- Concurrent Programming in Go
- Go Language Overview for Non-Programmers
- Go Test Driven Development
- Introduction to Go Programming for Developers
- Introduction to Julia Programming for Developers
- Introduction to Rust Programming for Developers

Groovy & Grails
- Gradle In-Depth
- Gradle In-Depth for Native C Applications
- Groovy for Java Developers
- Web Development using Grails

Java
- Design Patterns in Java Software 8
- Gentle Java and OO Development
- Intermediate/Advanced Java 8
- Introduction to Java Testing 8
- Java 8 and OO Development
- Java 8 and OO Essentials for COBOL, Mainframe, and non-OO Developers
- Java 8 Performance Tuning
- Java Programming Best Practices
- Java Test Driven Development with JUnit 5
- Java Test Driven Development with TestNG
- Java Wireless Programming
- JDBC - Java Database Connectivity
- Modern Java 8, 9, 10 and Beyond
- Using Java 8's New Features (using Eclipse)

Computer and Information Technology (continued)

Java, Java EE, Open-Source & Web Application Servers: (continued)

Java Application Security
- Building Secure Web Apps in Java/Java EE: Break 'em and Build 'em Biathlon
- Inside the Biggest Web Attacks and How to Defeat Them
- Introduction to Application Security
- Malware Analysis
- Overview of OWASP Top 10 Vulnerabilities
- Secure Java EE Development 7
- Secure Java Web Development 7
- Secure Web Application Development
- Securing Java Web Applications 7
- Securing Java Web Services 5
- Web Application Security Testing
- Web Application Security Workshop (3 Day)
- Writing Secure Code

Java EE
- Camel Development with Red Hat JBoss Fuse
- Core Web Services and SOA for J2EE Developers
- Developing Java EE Web Applications (JEE6/JEE7), plus JPA and REST
- Developing RESTful Services with REST/JAX-RS
- EJB 3.2 (Java EE 7 level) and JPA2
- Java EE 6 Web Application Development using Java EE Indigo Eclipse and JBoss 7
- Java EE Development with JSF, EJB, and JPA
- JavaServer Faces 2 (JSF 2): Using JSF 2 to Build Java EE Web Apps
- jBOSS Drools
- Mastering Java EE with JSF2, EJB3, JPA, and Web Services
- Mastering JEE Design Patterns
- Servlets/JSP
- SOA and Java Web Services (JAX-WS)

Weblogic
- Developing Oracle Weblogic 10.3 Portal Applications
- Developing Web Services using BEA WebLogic
- Introduction to BEA SOA Architecture
- J2EE Web Application Programming using BEA WebLogic
- Java Server Pages Programming with BEA WebLogic
- Oracle WebLogic 12c Server System Administration
- WebLogic 12c Advanced Server System Administration

WebSphere/RAD/MQ
- Developing Applications in WebSphere ILOG
- Developing Rule and Event Based Solutions in WODM 7.5
- IBM WebSphere MQ Bootcamp for Application Programmers
- IBM WebSphere Transformation Extender 8.3 Fundamentals
- Programming Essentials for IBM WebSphere Commerce 7.0 Customization
- Technical Introduction to IBM WebSphere MQ
- Using RAD 8.0
- WebSphere Application Server 8.5.5 Administration
- WebSphere Message Broker 8 Workshop
- WebSphere MQ 7 Administration for LUW
- WebSphere MQ Advanced System Administration
- Websphere MQ Bootcamp for Systems Administrators
- WebSphere MQ for Programmers
- WebSphere MQ Problem Determination and Debugging
- WebSphere Portal 8 Development using RAD 8.5
- WebSphere WMQ Introduction for System Architects, Managers and Developers

XML
- Comprehensive XML
- Introduction to XML
- XML Executive Overview
- XML Programming using Java
- XML Schema v1.0.6

Microsoft (MS) Infrastructure, Operating Systems & Desktop Applications:

BizTalk
- BizTalk Expert Series: EDI
- BizTalk Expert Series: ESB
- BizTalk Server 2016 Administrator Deep Dive
- BizTalk Server 2016 Administrator Immersion
- BizTalk Server 2016 Developer Deep Dive
- BizTalk Server 2016 Developer Immersion

Desktop Support & OS
- MS Windows 10: Transition from Windows 7
- MOC 10982 C: Supporting and Troubleshooting Windows 10
- MOC 20697-1 D: Implementing and Managing Windows 10
- MOC 20697-2 C: Deploying and Managing Windows 10 Using Enterprise Services
- MOC 20698 B: Installing and Configuring Windows 10
- MOC 40398 A Mobility & Devices Fundamentals: MTA Exam 98-368
- Using MS Windows 10
- Exchange, Skype & Lync
- MOC 20334 B: Core Solutions of MS Skype for Business 2015
- MOC 20341 B Core Solutions of MS Exchange Server 2013
- MOC 20342 B Advanced Solutions of MS Exchange Server 2013
- MOC 20345-1 A: Administering MS Exchange Server 2016
- MOC 20345-2 A: Designing and Deploying MS Exchange Server 2016
- MOC 40409 A: Deploying Voice Workloads for Skype for Business Online & Server 2015

Forefront & Security
- MOC 50382 B Implementing Forefront Identity Manager 2010
- MOC 50383 B Upgrading Identity Lifecycle Mgr 2007 to Forefront Identity Mgr 2010
- MOC 50402 B Implementing Forefront Unified Access Gateway 2010
- MOC 50509 A Implementing Forefront Endpoint Protection 2010
- MOC 55101 A Planning, Deploying and Managing MS Forefront TMG 2010

Microsoft (MS) Azure
- MOC 10979 D: MS Azure Fundamentals
- MOC 10992 A: Integrating On-Premises Core Infrastructure with MS Azure
- MOC 10993 A: Integrating On-Premises Identity Infrastructure with MS Azure
- MOC 20532 D: Developing MS Azure Solution
- MOC 20533 D: Implementing MS Azure Infrastructure Solutions
- MOC 20535 A: Architecting MS Azure Solutions
- MOC 20537 B: Configuring and Operating a Hybrid Cloud with MS Azure Stack
- MOC 40369 A: Cloud Fundamentals: MTA Exam 98-369
- MOC 40390 B: MS Azure for AWS Experts
- MOC 40457 A: MOC Workshop: Azure Developer Hackathon
- MOC 40501 A: MS Cloud Workshop: Container and DevOps
- MOC 40503 B: MS Cloud Workshop: Enterprise Ready Cloud
- MOC 40504 B: MS Cloud Workshop: Intelligent Vending Machines
- MOC 40505 B: MS Cloud Workshop: Internet of Things
- MOC 40506 A: MS Cloud Workshop: Lift and Shift/ Azure Resource Manager
- MOC 40507-1 B MS Cloud Workshop: Microservices Architecture (Infrastructure Ed)
- MOC 40507-2 B: MS Cloud Workshop: Microservices Architecture (Developer Edition)
- MOC 40508 B: MS Cloud Workshop: Modern Cloud Apps
- MOC 40511 A: MS Cloud Workshop: Continuous Delivery in VSTS and Azure
- MOC 40513 A: MS Cloud Workshop: Building a Resilient IaaS Architecture
- MOC 40515 A: MS Cloud Workshop: Enterprise-Class Networking in Azure
- MOC 40516 B: MS Cloud Workshop: Intelligent Analytics
- MOC 40519 A: MS Cloud Workshop: SAP on Azure
- MOC 40520 A: MS Cloud Workshop: SAP on Azure
- MOC 55224-1 A: Microsoft Azure Big Data Analytics Solutions
- MOC 55224-2 A: Operationalize Cloud Analytics Solutions with Microsoft Azure
- MOC 55247 A: Designing and Implementing Cloud Data Platform Solutions

Computer and Information Technology (continued)

Microsoft (MS) Infrastructure, Operating Systems & Desktop Applications (continued):

Microsoft Dynamics CRM
- MOC 55168 A Customization and Configuration in MS Dynamics CRM 2015
- MOC 55169 A Installing and Deploying MS Dynamics CRM 2015
- MOC 55242 A: MS Dynamics 365 Customization and Configuration

Microsoft System Center
- MOC 10964 B Cloud & Datacenter Monitoring with System Center Operations Manager
- MOC 10965 D: IT Service Management with System Center Service Manager
- MOC 10981 A Infrastructure Provisioning with System Center Virtual Machine Manager
- MOC 10996 A: Hybrid Cloud & Datacenter Monitoring with Ops Mgt Suite (OMS)
- MOC 20694 B Virtualizing Enterprise Desktopsand Apps
- MOC 20695 C Deploying Windows Desktop and Enterprise Applications
- MOC 20703-1 A: Administering System Center Configuration Manager
- MOC 20703-2 A: Integrating MDM & Cloud Services w/ System Center Configuration Mgr
- MOC 20745 A: Implementing a Software-Defined DataCenter
- MOC 55007 A System Center 2012 Orchestrator

Nintex
- MOC 55219 A: Nintex Workflow and Forms for Office 365
- MOC 55220 A: Nintex Forms and Mobile
- MOC 55221 A: Nintex 2013 Administrator
- MOC 55222 A: Nintex 2013 End User (Workflow + Forms)
- MOC 55223 A: Nintex Workflow 2010/2013/2016

Office & Office 365
- Analyst Bootcamp: Excel Essentials
- MS Office 2016: Transition from Office 2007/2010
- MS Office 365: Microsoft Office Web Apps and Collaboration
- MS Office Access 2016: Pt 1
- MS Office Access 2016: Pt 2
- MS Office Access 2016: Pt 3
- MS Office Excel 2016: Data Analysis with Pivot-Tables
- MS Office Excel 2016: Data Analysis with Power Pivot
- MS Office Excel 2016: Part 1
- MS Office Excel 2016: Part 2
- MS Office Excel 2016: Part 3
- MS Office OneNote 2016
- MS Office Outlook 2016: Pt 1
- MS Office Outlook 2016: Pt 2
- MS Office PowerPoint 2016: Part 1
- MS Office PowerPoint 2016: Part 2
- MS Office Publisher 2016
- MS Office Word 2016: Part 1
- MS Office Word 2016: Part 2
- MS Office Word 2016: Part 3
- MS Visio 2016: Part 1
- MS Visio 2016: Part 2
- MOC 10968 B Designing for Office 365 Infrastructure
- MOC 10997 A Office 365 Administration and Troubleshooting
- MOC 20347 A: Enabling and Managing Office 365

Scripting & PowerShell
- MOC 10961 C: Automating Administration with Windows PowerShell
- MOC 10962 C: Advanced Automated Administration with Windows PowerShell
- MOC 55039 B: Windows PowerShell Scripting and Toolmaking
- MOC 55133 A PowerShell for System Center Configuration Manager Administrators
- MOC 55202 A: PowerShell 5.0 and Desired State Configuration

Computer and Information Technology (continued)

Microsoft (MS) Infrastructure, Operating Systems & Desktop Applications (continued):

Windows Server
- MOC 10967 A Fundamentals of a Windows Server Infrastructure
- MOC 10969 B Active Directory Services with Windows Server
- MOC 10971 A Storage and High Availability with Windows Server
- MOC 10972 B Administering the Web Server (IIS) Role of Windows Server
- MOC 20410 D Installing and Configuring Windows Server 2012
- MOC 20411 D Administering Windows Server 2012
- MOC 20412 D: Configuring Advanced Windows Server 2012 Services
- MOC 20740 C: Installation, Storage, and Compute with Windows Server 2016

- MOC 20741 B: Networking with Windows Server 2016
- MOC 20742 B: Identity with Windows Server 2016
- MOC 20743 C: Upgrading Your Skills to MCSA: Windows Server 2016
- MOC 20744 C: Securing Windows Server 2016
- MOC 50255 E: Managing Windows Environments with Group Policy
- MOC 55071 A Microsoft Software Asset Manager
- MOC 55152 A Fundamentals of Active Directory
- Updating Support Skills for Windows Server 2016

Computer and Information Technology (continued)

Microsoft Visual Studio .NET and SharePoint:

NET Application Security
- Secure .Net Coding
- Securing .Net Web Applications
- Web App Security - Defending Against OWASP Top 10 Exploits

SharePoint Design and Development
- MOC 20488 B Developing MS SharePoint Server 2013 Core Solutions
- MOC 20489 B Developing MS SharePoint Server 2013 Advanced Solutions
- MOC 55048 B No-Code SharePoint 2013-2016 Workflows with SharePoint Designer
- MOC 55249 A: Developing with the SharePoint Framework
- MOC 20331 B Core Solutions of MS SharePoint Server 2013

SharePoint System Administration
- MOC 20332 B Advanced Solutions of MS SharePoint Server 2013
- MOC 20339 1/2: Planning, Administering & Adv Technologies of SharePoint 2016
- MOC 20339-1 A: Planning and Administering SharePoint 2016
- MOC 20339-2 A: Advanced Technologies of SharePoint 2016
- MOC 55037 A SharePoint 2013 Search Inside Out
- MOC 55066 A PowerShell for SharePoint Administrators

SharePoint User and Site Administration
- MS SharePoint 2016: Advanced Site Owner with Workflow Administration
- MS SharePoint 2016: Site Owner
- MS SharePoint 2016: Site User
- MS SharePoint Foundation 2013: Site User
- MOC 55026 A Upgrading your End User Skills to SharePoint 2013
- MOC 55029 B Intro to SharePoint 2013 for Collaboration & Document Mgt
- MOC 55033 A SharePoint 2013 Site Collection and Site Administration

- MOC 55035 B MS SharePoint Server 2013 for the Site Owner/Power User
- MOC 55141 A SharePoint 2013 Search for Power Users
- MOC 55193 A Intro to SharePoint 2016 for Collaboration & Document Mgt
- MOC 55197 A: MS SharePoint Server 2016 for the Site Owner/Power User
- MOC 55199 A SharePoint 2016 End User Training
- MOC 55200 A SharePoint 2016 Power User Training
- MOC 55234 A: SharePoint 2016 Site Collections and Site Owner Administration

Visual Studio & .NET Framework
- ADO.NET Using C#
- MOC 10958 B Programming Fundamentals of Web Applications
- MOC 10975 A Introduction to .NET Programming
- MOC 20480 B: Programming in HTML5 with JavaScript and CSS3
- MOC 20481 C Essentials of Dev Windows Store Apps Using HTML5 & JavaScript
- MOC 20482 C Adv Windows Store App Development using HTML5 & JavaScript
- MOC 20483 B: Programming in C#
- MOC 20484 C Essentials of Developing Windows Store Apps Using C#
- MOC 20485 C Advanced Windows Store App Development Using C#
- MOC 20486 C: Developing ASP.NET MVC 5 Web Applications
- MOC 20487 B: Developing Windows Azure and Web Services
- MOC 40410 A: JavaScript, HTML and CSS Web Development
- Windows Communication Foundation Using C#

Computer and Information Technology (continued)

Visual Studio, ALM, TFS & Testing

- Administering Team Foundation Server 2017
- Application Lifecycle Management Using Visual Studio 2017
- Continuous Delivery Using Visual Studio Team Services
- Developing High Quality Databases Using Visual Studio 2017
- Enterprise Development Using Visual Studio
- Managing Projects Using Visual Studio 2017 and Scrum
- Managing Projects Using Visual Studio Team Services
- Professional Software Testing Using Visual Studio 2017
- Team Foundation Server 2017 Developer Foundations (Git)
- Team Foundation Server 2017 Developer Foundations (TFVC)
- Test Case Management Using Visual Studio 2017
- Unit Testing in Visual Studio 2017

Xamarin

- MOC 40536 A: Build iOS Apps with C# and .NET using the Xamarin Tools for VS
- MOC 40537 A: Build Android Apps w/ C# and .NET using the Xamarin Tools for VS
- MOC 40538 A: Build Native Cross-Platform Mobile Applications with a Shared UI for iOS, Android, and UWP in C# .NET with Xamarin.Forms
- MOC 40539 A: Build iOS Apps with C# & .NET using the Xamarin Tools for VS
- MOC 40540 A: Build Android Apps with C# & .NET using the Xamarin Tools for VS
- MOC 40541 A: Build Native Cross-Platform Mobile Applications with a Shared C# Business Logic for iOS, Android, and UWP in C# .NET with Xamarin and Visual Studio
- MOC 40542 A: Build Native Cross-Platform Mobile Applications with a Shared UI for iOS, Android, and UWP in C# .NET with Xamarin.Forms

Software Quality, Testing & Tools:

Micro Focus
- Advanced LoadRunner Analysis v12.x
- ALM Octane
- ALM/Quality Center v12 Business Models
- ALM/Quality Center v12 Migration
- ALM/Quality Center v12 Workflow
- ALM/Quality Center v12.5 Advanced Reporting
- ALM/Quality Center v12.5 Project Customization
- ALM/Quality Center v12.5 Site Administration
- ALM/Quality Center v12.5 Sprinter
- HP Performance Center
- HP UFT v14 Advanced Scripting
- Introduction to Mobile Center 1.x
- LoadRunner v12.5x Essentials
- LoadRunner v12.5x Essentials with Tru-Client Scripting
- StormRunner Essentials v2.x
- UFT Essentials v14.x
- Using ALM/Quality Center v12.5
- Using Performance Center

Rational Products
- Essentials of IBM Rational Functional Tester
- IBM Rational Advanced ClearCase Administration
- IBM Rational ClearCase Advanced Administration
- IBM Rational ClearCase Basic
- IBM Rational ClearQuest Administration
- Introduction to IBM Rational ClearQuest
- Requisite Pro Comprehensive

Software Testing & Quality
- Clean Code: Software Craftsman Advanced
- Effective Methods of Software Testing
- Fundamentals of Test Automation
- Introduction to Software Quality Assurance, Control and Management
- Subversion

Computer and Information Technology (continued)

UNIX, Linux and Perl:

AIX
- AIX Basics
- AIX Performance Tuning
- AIX System Administration Essential Operations
- AIX Systems Administration Networking
- AIX Systems Administration Performance Concepts and Analysis
- AIX Systems Administration Security Features

Perl
- Advanced Perl Programming
- Introduction to Perl
- Perl CGI Programming

Red Hat
- Red Hat Enterprise Linux Systems Administration I v7
- Red Hat Enterprise Linux Systems Administration II v7
- RHCE Rapid Track Course
- RHCSA Exam Prep

Solaris
- Oracle Solaris 11 Advanced System Administration
- Oracle Solaris 11 Performance Management
- Oracle Solaris 11 Performance Monitoring
- Oracle Solaris 11 Security Administration
- Oracle Solaris 11 System Administration

UNIX & Linux
- Enterprise Linux Security Administration
- Enterprise Linux Server Hardening
- Enterprise Linux System Administration
- Linux for Experienced UNIX Administrators
- Linux Fundamentals and Support
- Linux Security
- Linux Shell Scripting
- MOC 55187 C: Linux System Administration
- Programming in the Linux Environment
- UNIX and Linux System Basics I
- UNIX and Linux System Basics II
- UNIX Shell Programming
- UNIX Systems Administration

Computer and Information Technology (continued)

Virtualization, Cloud, VMware & Citrix:

Amazon Web Services
- Amazon Redshift Architecture and SQL
- AWS Essentials for AWS Cloud Practitioners
- Introduction to Amazon Web Services

Citrix NetScaler
- Citrix NetScaler Advanced Topics – Secure Web Applications (CNS-318-1)
- Citrix NetScaler Advanced Topics -Security, Management, & Optimization (CNS-320-1)
- Citrix NetScaler Advanced Topics-Management and Optimization (CNS-319)
- Citrix NetScaler Essentials & Traffic Management (CNS-220-1)
- Citrix NetScaler Essentials and Unified Gateway (CNS-222-1)
- Citrix NetScaler Traffic Management (CNS-219-1)
- Citrix NetScaler Unified Gateway (CNS-221-1)

Citrix XenApp & XenDesktop
- Citrix Enterprise Security Solutions (CTX-270)
- Citrix Provisioning Services 7.1x Administration (CXD-304-2)
- Citrix XenApp and XenDesktop 7.1x Advanced Administration (CXD-310-2)
- Citrix XenApp and XenDesktop Help Desk Support (CXD-105-1)
- Citrix XenApp and XenDesktop Service on Microsoft Azure (CXD-251)
- Citrix XenServer 7.1 LTSR Administration (CXS-301)
- Moving to the XenApp & XenDesktop Service on Citrix Cloud & MS Azure (CXD-252)
- Moving to XenApp and XenDesktop Service on Citrix Cloud (CXD-250)
- Securing Citrix Networking and Mobility Solutions (CTX-271)
- Securing Citrix Virtualization Solutions (CTX-272)
- XenApp & XenDesktop 7.1x Adv Mgt with App Layering, WEM, & HDX (CXD-303-2)
- XenApp & XenDesktop 7.1x Assessment, Design, & Adv. Configurations (CXD-410)
- XenApp and XenDesktop 7.1x Administration (CXD-210-3)
- XenApp and XenDesktop Current Release Update (CXD-230)

- XenApp, XenDesktop, & Provisioning Services 7.1x Admin (Fast Track) (CMB-310)

Citrix XenMobile & ShareFile
- Citrix ShareFile Enterprise Essentials (CSF-201-1)
- Deploying Enterprise Mobility Solutions with Citrix XenMobile (CXM-303-1)
- Managing and Supporting a Mobility Solution with Citrix XenMobile (CXM-202-1)

Cloud Computing
- Cloud Foundry Foundation Developer Training
- Cloud Service Manager
- Cloud Solutions Architec
- CompTIA Cloud+
- Google Cloud Fundamentals
- Introduction to Cloud Computing
- Introduction to Openstack Private Clouds
- Virtualization Essentials
- Web Application Development in the Cloud

Microsoft Virtualization
- MOC 40502 A: MS Cloud Workshop: Big Data and Visualization

VMware
- Desktop Virtualization with VMware Horizon View 6.0
- Virtualization, Private Clouds and Vmware vSphere
- VMware AirWatch: Configure and Deploy Integrated Solutions
- VMware NSX Install, Configure, Manage 6.2
- VMware NSX: Troubleshooting and Operations v6.3
- VMware NSX: Design and Deploy v6.2
- VMware NSX: Install, Configure, Manage plus Troubleshooting & Operations Fast Track v6.2
- VMware vRealize Automation 7.3: Install, Configure, and Manage
- VMware vRealize Operations Manager: Install, Configure, Manage
- VMware vSphere 6.5 Optimize, Upgrade, Troubleshoot
- VMware vSphere 6.7 Boot Camp
- VMware vSphere 6.7 with ESXi and vCenter
- VMware vSphere 6.x with ESXi and vCenter Boot

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