

BUSINESS & COMPLIANCE

Online Course
Pocket Catalog

 **element k**®
your learning solutions partner

Winter 2006/Spring 2007

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*To find out more about Element K solutions
visit www.elementk.com*

**GSA Schedule # GS-35F-0042L
GoLearn STA2 Provider**

Part# 80-300-00 Rev. 12/06

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Business & Compliance Overview

Element K's **Business** suite consists of courses and reference materials on a broad range of business topics that are tied to the development of management, leadership, quality, and communication skills. The content has been developed in collaboration with established subject matter experts, ensuring that the training is relevant and addresses current business needs. The courses are designed to support your employee development initiatives and integrate easily into traditional training programs.

Element K's **Compliance** suite consists of courses and reference materials that address regulatory compliance, occupational health and safety topics, ethical and legal standards, and sexual harassment. The courses are legally accurate and continuously updated as the laws change.

Our **e-Reference** library consists of a broad array of business reference products including full-text searchable e-Reference books and getAbstract business book summaries.

Element K's **Online Collaborative Courses** deliver training on a variety of business subjects through a model that is popular for many online for-credit college courses. Collaborative courses use online message boards to bring students and instructors together, creating a classroom environment that allows students to learn on their own schedules.

BUSINESS

Element K Business Skills

- Business Fundamentals Premium
- Business Fundamentals
- Developing Call Centers
- Diversity Awareness
- Improving Customer Service
- Sales Effectiveness

Harvard Leadership & Management Development

- Harvard ManageMentor® PLUS
- Harvard ManageMentor® PLUS Health Care Services Edition
- Harvard ManageMentor® PLUS Restaurant Edition
- Harvard The Essential Leader
 - Leadership Transitions
 - Stepping Up to Management
- Harvard Case In Point™

Situational Leadership®

Story Based Cases™

Lean, Six Sigma & Statistical Process Control

- Lean
- Lean & Six Sigma Introduction
- Lean & Six Sigma White Belt
- Lean & Six Sigma Yellow Belt
- Lean & Six Sigma Green Belt
- Lean & Six Sigma Black Belt
- Basic Statistic Series
- Statistical Process Control (SPC) Basics
- Statistical Process Control (SPC) Advanced
- Statistical Process Control (SPC) Comprehensive

TypingMaster

Van Write® Business Writing

Writing Skills for Business Professionals, RGI Learning

- Basic Business Writing
- Writing Business Letters, Memos and E-mail
- Writing Business Reports and Proposals
- Comprehensive Business Writing

COMPLIANCE

Brightline Compliance

- Managing and the Law
- Preventing Workplace Harassment
- Protection Law - No FEAR Act
- Workplace Ethics
- Antitrust & Anti-Competitive Practices - *(Coming Soon)*
- Fraud and Abuse - *(Coming Soon)*
- Government Procurement - *(Coming Soon)*
- Preventing Workplace Violence - *(Coming Soon)*

Code of Conduct

Employment Law

Financial and Legal Compliance

HIPAA Awareness

Occupational Safety

PureSafety Workplace Safety & Compliance

Sexual Harassment

e-REFERENCE - BUSINESS

- e-Reference books
- getAbstract

BUSINESS

Element K Business Skills - Element K offers a wide selection of business skills courses geared towards the needs of managers and individual contributors. Our business skills courses enable students to gain the competencies they need to be successful business professionals.

- **Business Fundamentals Premium** - Provides the tools necessary for continued growth as a professional. The broad range of business and soft skills topics covered in this library map to positive skills and behaviors identified in industry standard competency models. The extensive use of business simulations allows learners to apply their newly acquired skills and practice their decision-making in a safe environment.
- **Business Fundamentals** - Organization-wide training that strengthens core management, leadership, and functional skills.
- **Developing Call Centers** - Provides the tools and resources professionals need to strengthen their call center operation, employee satisfaction, and retention.
- **Diversity Awareness** - Provides specific strategies for attracting, retaining, and developing a diverse staff, and fostering an environment that capitalizes on the uniqueness of each individual.
- **Improving Customer Service** - Provides strategies and techniques service agents need to deliver professional and effective customer service and maximize bottom line results.
- **Sales Effectiveness** - Provides a methodical approach to buyer-focused selling. The courses provide practical guidelines and tools needed to be successful throughout the sales cycle.

Harvard Leadership & Management Development - Leadership and management development modules from Harvard Business School Publishing. The course content has been designed in collaboration with world-class subject matter experts such as Linda Hill, James Heskett, Philip Kotler, Michael Watkins, as well as other leading management authorities.

- **Harvard ManageMentor PLUS** - Provides practical information and tactical tools to help managers at all levels in an organization do their jobs more efficiently and effectively. Contains 41 critical topics tied to key management responsibilities.
- **Harvard ManageMentor PLUS Health Care Services Edition** - Focuses on fundamental management and core leadership skills medical professionals need to succeed in today's clinical environment.
- **Harvard ManageMentor PLUS Restaurant Edition** - Focuses on fundamental management and core leadership skills managers need to succeed in today's restaurant, hospitality, and food service industries.

- **Harvard The Essential Leader** - Provides managers with interactive programs designed to build and improve core leadership and management skills. The courses create an on-the-job learning experience through reality-based scenarios, expert feedback, and tools.
 - o **Leadership Transitions** - Provides leaders with a systematic approach to analyzing new situations, leveraging unique strengths and professional histories, and excelling in new leadership roles
 - o **Stepping Up to Management** - Provides new managers with concepts and tools to make sense of their new role, manage and cultivate relationships, organize specific tasks required on the job, and work with their supervisors to become truly effective managers.
- **Harvard Case In Poin** - Prepares middle and senior level managers for a variety of business and management challenges. Designed for use in a classroom discussion as a blended learning solution.



Situational Leadership - Provides a proven approach to help managers identify their dominant leadership style, and tailor their approach based on the readiness and motivation characteristics of workers as individuals. The Situational Leadership model was developed by Dr. Paul Hersey, Founder of the Center for Leadership Studies.

Story Based Cases - A unique set of training tools that address common organizational change initiatives by immersing learners in real-life scenarios.

Lean, Six Sigma & Statistical Process Control - Provides engineers and organizations with total quality training on business process quality improvement topics

TypingMaster - Improves typing skills, speed and productivity. This touch typing course includes features for the alpha-numeric keyboard, numeric keypad, and special marks

Writing Skills for Business Professionals, RGI Learning - Provides technical writing techniques to effectively convey written information. Teaches learners how to structure information in a logical way so readers can quickly and easily identify the most important information.

COMPLIANCE

Brightline Compliance - Legally sound, engaging, and up-to-date instruction on the critical topics of Managing and the Law, Preventing Workplace Harassment, Protection Law - No FEAR Act, and Workplace Ethics. The courses are developed with the legal expertise of two former U.S. Department of Justice attorneys and employ critically acclaimed instructional design.

Code of Conduct - Provides training that addresses the need to increase legal awareness and ethical performance in the workplace.

Employment Law - Provides training on topics necessary to prevent innocent oversights in the workplace that might place your business at risk.

Financial and Legal Compliance - Provides training on ethical and legal requirements necessary to comply with the Sarbanes-Oxley Act and the GLBA Security Rule.

HIPAA Awareness - Provides health care professionals with the necessary online learning courses for HIPAA compliance training for all entities within an affected organization.

Occupational Safety - Provides environmental, health and safety training that map to OSHA compliance regulations and other regulatory standards.

PureSafety Workplace Safety & Compliance - Provides safety and compliance training in the areas of Environmental Health and Safety (EHS), Human Resources (HR), Construction, Driver Safety, and Health and Wellness.

Sexual Harassment - Awareness training addressing policies and procedures for preventing sexual harassment in the workplace, as well as content to help organizations comply with the federal and state laws such as the California mandate AB 1825.



Element K – Your Learning Solution Partner

Element K is uniquely positioned to meet a wide-range of business needs while delivering superior customer value.

Global Reach - A presence and an established reputation in 32 countries, customers benefit from global learning solutions with local support.

Global Efficiency - Operations and development staff around the world, customers will have access to the right balance of local and remote resources, and will benefit from our flexibility, scale and quality processes.

Experience and Capabilities - Our unmatched experience, capabilities, process, and resources provide best-in-class learning solutions that deliver measurable business results.

Providing Learning Solutions that Deliver Business Results

With nearly 25 years of experience, we have developed an unparalleled set of core capabilities which enable us to design learning solutions that meet and exceed our client's expectations. Because each business need is unique, we first consult with you to develop a clear understanding of your goals and objectives. Focusing on this goal, we integrate our custom and turnkey capabilities to design the most effective solution. To ensure the successful implementation of your program, we provide you with the flexibility to utilize our full outsourcing capabilities. Our goal is focused on your need.

Our core capabilities include:

Strategic Learning Services - Tap into the expertise of senior learning professional to help you identify your business need, define optimal performance and solutions, and develop and implement measurement and corrective action plans.

Content Development Services - Profit from our experience in designing content solutions and delivering across multiple formats. Our dedicated, flexible staff of over 400 professionals utilizes a proven engagement model and state of the art technology to develop a solution to fit your unique need.

Catalog Content Solutions - Gain knowledge through our vast collections of courses, eBooks, and support materials that address a variety of information technology, leadership and management, and compliance topics.

Learning Platform & Services - Benefit from our robust, highly scalable learning platform, KnowledgeHub. This ASP solution can be customized and integrated to fit your needs and deployed rapidly and cost-effectively. Its powerful features allow you to provide learning in multiple languages and manage students and content with ease.

Managed Learning Services - Utilize experienced skilled professionals for the outsourcing of your site management, program rollout, classroom administration, or courseware fulfillment so you can focus on your high-value tasks.

Business-specific solutions include:

- Customer and Channel Training
- Retail Sales Readiness
- New Product Rollout
- IT Productivity and Skills Development
- Business Process Improvement
- Regulatory Compliance
- Employee On-boarding and Corporate Communications
- Management & Leadership Development
- Professional Effectiveness
- Office Productivity
- Call Center and Customer Service

Business

Business Fundamentals Premium

Applying Leadership Basics (Second Edition)

Accepting a Decision (Includes Simulation)

Balancing Work and Family (Second Edition)

Basics of Effective Communication (Second Edition)

Basics of Effective Selling (Second Edition)

Branding Your Internet Identity (Includes Simulation)

Budget Planning and Controlling (Includes Simulation)

Building Dynamic Business Teams (Includes Simulation)

Building Strong Customer Relationships (Second Edition)

Business Meeting Skills (Includes Simulation)

Change Management for Employees (Includes Simulation)

Communicating Across Cultures (Includes Simulation)

Communicating Clearly (Includes Simulation)

Conducting Performance Reviews (Second Edition)

Conflict Intervention (Second Edition)

Creating and Maintaining Life Balance (Includes Simulation)

Creating a Strong Leadership Team (Second Edition)

Defining the Issue of a Problem (Includes Simulation)

Delegating (Second Edition)

Developing and Implementing a Strategic Plan (Includes Simulation)

Developing and Leading an Effective Team (Includes Simulation)

Discharging Employees (Second Edition)

Disciplining and Redirecting Employees (Second Edition)

Dynamic Business Presentations (Includes Simulation)

Effective Business Writing (Includes Simulation)

Effective Management: Communicating Successfully (Includes Simulation)

Effective Management: Creating Successful Solutions (Includes Simulation)

Effective Management: Cultivating Great Teams (Includes Simulation)

Effective Management: Developing as a Manager (Includes Simulation)

Effective Management: Empowering Your Workgroup (Includes Simulation)

Effective Time Management for You (Includes Simulation)

Evaluating Change for Managers (Includes Simulation)

Financial Basics for Non-Financial Managers (Second Edition)

Financial Performance Essentials (Includes Simulation)

Finding Resolution Through Negotiation (Includes Simulation)

First Steps Towards Strategic Planning (Includes Simulation)

Get The Most Out of Your Meetings (Includes Simulation)

Grammar Essentials

Intercultural Business Etiquette (Second Edition)

Interviewing Job Candidates (Second Edition)

Investigating the Problem (Includes Simulation)

Leading Effective Meetings (Second Edition)

Leading Effective Teams (Second Edition)

Leading Your Team to Business Results (Includes Simulation)

Making Group Decisions (Includes Simulation)

Making Team Decisions (Includes Simulation)

Making Wise Investment Decisions (Includes Simulation)

Managing a Virtual Office (Second Edition)

Managing Company Change (Second Edition)

Managing Conflict (Includes simulation)

Managing Innovation and Creativity (Includes Simulation)

Managing Personal Stress (Second Edition)

Managing Projects (Second Edition)

Mastering Cold Calls (Second Edition)

Measuring Team Performance (Includes Simulation)

Motivating Your Employees (Includes Simulation)

Negotiating for the Sales Professional (Second Edition)

Negotiating Skills In Action (Includes Simulation)

Performance Management (Includes Simulation)

Personal Financial Planning (Second Edition)

Persuasive Business Writing (Includes Simulation)

Planning and Controlling Budgets (Includes Simulation)

Preparing to Negotiate (Includes Simulation)

Presenting Your Ideas Effectively (Includes Simulation)

Providing Effective Feedback (Second Edition)

Qualifying Sales Prospects (Second Edition)

Realistic Time Management Goals (Includes Simulation)

Recognizing and Avoiding Burnout (Second Edition)

Recognizing and Managing Anger (Second Edition)

Recognizing Employee Performance (Second Edition)

Scoping Your Internet Project (Includes Simulation)

Selecting the Solution for a Problem (Includes Simulation)

Selecting Your Negotiation Strategy (Includes Simulation)

Setting Performance Goals and Expectations (Second Edition)

Solving Problems Logically (Includes Simulation)

Succeeding Through Teamwork in Business (Includes Simulation)

Telephone Sales Skills (Second Edition)

Understanding and Using Contracts (Second Edition)

Working With Difficult People (Includes Simulation)

Writing Effective Emails (Includes Simulation)

Business Fundamentals

Applying Leadership Basics (Second Edition)

Balancing Work and Family (Second Edition)

Basics of Effective Communication (Second Edition)

Basics of Effective Selling (Second Edition)

Building Strong Customer Relationships (Second Edition)

Conducting Performance Reviews (Second Edition)

Conflict Intervention (Second Edition)

Creating a Strong Leadership Team (Second Edition)

Delegating (Second Edition)

Developing a Strategic Plan (Second Edition)

Discharging Employees (Second Edition)

Disciplining and Redirecting Employees (Second Edition)

Financial Basics for Non-Financial Managers (Second Edition)

Grammar Essentials

Intercultural Business Etiquette (Second Edition)

Interviewing Job Candidates (Second Edition)

Leading Effective Meetings (Second Edition)

Leading Effective Teams (Second Edition)

Managing a Virtual Office (Second Edition)

Managing Company Change (Second Edition)

Managing Personal Stress (Second Edition)

Managing Projects (Second Edition)

Mastering Cold Calls (Second Edition)

Motivating Employees (Second Edition)

Negotiating for the Sales Professional (Second Edition)

Personal Financial Planning (Second Edition)

Presentation Skills (Second Edition)

Providing Effective Feedback (Second Edition)

Qualifying Sales Prospects (Second Edition)

Recognizing and Avoiding Burnout (Second Edition)

Recognizing and Managing Anger (Second Edition)

Recognizing Employee Performance (Second Edition)

Setting Performance Goals and Expectations (Second Edition)

Solving Problems As A Team (Second Edition)

Telephone Sales Skills (Second Edition)

Time Management (Second Edition)

Understanding and Using Contracts (Second Edition)

Developing Call Centers

Call Center ABCs (Second Edition)

Call Center Operations (Second Edition)

Diversity Awareness

Diversity Awareness (Second Edition)

Diversity for Managers (Second Edition)

Improving Customer Service

Customer Interactions (Second Edition)

Customer Service Communications (Second Edition)

Strengthening Customer Relationships (Second Edition)


Sales Effectiveness

Closing the Sale (Second Edition)

Communication Techniques (Second Edition)

Sales Cycle Basics (Second Edition)

The Sales Process (Second Edition)

 Available in multiple languages, contact your sales representative for more information.

Harvard ManageMentor PLUS by Harvard Business School Publishing

Assessing Performance: HMM Plus v4.0

Becoming a Manager: HMM Plus v4.0

Budgeting: HMM Plus v4.0

Capitalizing on Change: HMM Plus v4.0

Coaching: HMM Plus v4.0

Creating a Business Case: HMM Plus v4.0

Delegating: HMM Plus v4.0

Developing Employees: HMM Plus v4.0

Dismissing an Employee: HMM Plus v4.0

Finance Essentials: HMM Plus v4.0

Focusing on Your Customer: HMM Plus v4.0

Giving and Receiving Feedback: HMM Plus v4.0

Hiring: HMM Plus v4.0

Implementing Innovation: HMM Plus v4.0

Implementing Strategy: HMM Plus v4.0

Keeping Teams on Target: HMM Plus v4.0

Laying Off Employees: HMM Plus v4.0

Leading a Team: HMM Plus v4.0

Leading and Motivating: HMM Plus v4.0

Making a Presentation: HMM Plus v4.0

Making Business Decisions: HMM Plus v4.0

Managing Crises: HMM Plus v4.0

Managing Difficult Interactions: HMM Plus v4.0

Managing for Creativity and Innovation: HMM Plus v4.0

Managing Upward: HMM Plus v4.0

Managing Workplace Stress: HMM Plus v4.0

Managing Your Career: HMM Plus v4.0

Managing Your Time: HMM Plus v4.0

Marketing Essentials: HMM Plus v4.0

Measuring Business Performance: HMM Plus v4.0

Negotiating: HMM Plus v4.0

Persuading Others: HMM Plus v4.0

Preparing a Business Plan: HMM Plus v4.0

Project Management: HMM Plus v4.0

Retaining Valued Employees: HMM Plus v4.0

Running a Meeting: HMM Plus v4.0

Setting Goals: HMM Plus v4.0

Solving Business Problems: HMM Plus v4.0

Thinking Strategically: HMM Plus v4.0

Working with a Virtual Team: HMM Plus v4.0

Writing for Business: HMM Plus v4.0

Harvard ManageMentor Plus Health Care v1.0 by Harvard Business School Publishing

Assessing Performance: HMM Plus Health Care Services Edition v1.0

Becoming a Manager: HMM Plus Health Care Services Edition v1.0

Budgeting: HMM Plus Health Care Services Edition v1.0

Capitalizing on Change: HMM Plus Health Care Services Edition v1.0

Coaching: HMM Plus Health Care Services Edition v1.0

Creating a Business Case: HMM Plus Health Care Services Edition v1.0

Delegating: HMM Plus Health Care Services Edition v1.0

Developing Employees: HMM Plus Health Care Services Edition v1.0

Dismissing an Employee: HMM Plus Health Care Services Edition v1.0

Finance Essentials: HMM Plus Health Care Services Edition v1.0

Focusing on Your Customer: HMM Plus Health Care Services Edition v1.0

Giving and Receiving Feedback: HMM Plus Health Care Services Edition v1.0

Hiring: HMM Plus Health Care Services Edition v1.0

Implementing Innovation: HMM Plus Health Care Services Edition v1.0

Implementing Strategy: HMM Plus Health Care Services Edition v1.0

Keeping Teams on Target: HMM Plus Health Care Services Edition v1.0

Laying Off Employees: HMM Plus Health Care Services Edition v1.0

Leading a Team: HMM Plus Health Care Services Edition v1.0

Leading and Motivating: HMM Plus Health Care Services Edition v1.0

Making a Presentation: HMM Plus Health Care Services Edition v1.0

Making Business Decisions: HMM Plus Health Care Services Edition v1.0

Managing Crises: HMM Plus Health Care Services Edition v1.0

Managing Difficult Interactions: HMM Plus Health Care Services Edition v1.0

Managing for Creativity and Innovation: HMM Plus Health Care Services Edition v1.0

Managing Upward: HMM Plus Health Care Services Edition v1.0

Managing Workplace Stress: HMM Plus Health Care Services Edition v1.0

Managing Your Career: HMM Plus Health Care Services Edition v1.0

Managing Your Time: HMM Plus Health Care Services Edition v1.0

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Project Management: HMM Plus Health Care Services Edition v1.0

Retaining Valued Employees: HMM Plus Health Care Services Edition v1.0

Running a Meeting: HMM Plus Health Care Services Edition v1.0

Setting Goals: HMM Plus Health Care Services Edition v1.0

Solving Business Problems: HMM Plus Health Care Services Edition v1.0

Thinking Strategically: HMM Plus Health Care Services Edition v1.0

Working with a Virtual Team: HMM Plus Health Care Services Edition v1.0

Writing for Business: HMM Plus Health Care Services Edition v1.0

Harvard ManageMentor Plus Restaurant Edition v4.0 by Harvard Business School Publishing

Assessing Performance: HMM Plus Restaurant Edition v4.0

Becoming a Manager: HMM Plus Restaurant Edition v4.0

Budgeting: HMM Plus Restaurant Edition v4.0

Capitalizing on Change: HMM Plus Restaurant Edition v4.0

Coaching: HMM Plus Restaurant Edition v4.0

Creating a Business Case: HMM Plus Restaurant Edition v4.0

Delegating: HMM Plus Restaurant Edition v4.0

Developing Employees: HMM Plus Restaurant Edition v4.0

Dismissing an Employee: HMM Plus Restaurant Edition v4.0

Finance Essentials: HMM Plus Restaurant Edition v4.0

Focusing on Your Customer: HMM Plus Restaurant Edition v4.0

Giving and Receiving Feedback: HMM Plus Restaurant Edition v4.0

Hiring: HMM Plus Restaurant Edition v4.0

Implementing Innovation: HMM Plus Restaurant Edition v4.0

Implementing Strategy: HMM Plus Restaurant Edition v4.0

Keeping Teams on Target: HMM Plus Restaurant Edition v4.0

Laying Off Employees: HMM Plus Restaurant Edition v4.0

Leading a Team: HMM Plus Restaurant Edition v4.0

Leading and Motivating: HMM Plus Restaurant Edition v4.0

Making a Presentation: HMM Plus Restaurant Edition v4.0

Making Business Decisions: HMM Plus Restaurant Edition v4.0

Managing Crises: HMM Plus Restaurant Edition v4.0

Managing Difficult Interactions: HMM Plus Restaurant Edition v4.0

Managing for Creativity and Innovation: HMM Plus Restaurant Edition v4.0

Managing Upward: HMM Plus Restaurant Edition v4.0

Managing Workplace Stress: HMM Plus Restaurant Edition v4.0

Managing Your Career: HMM Plus Restaurant Edition v4.0

Managing Your Time: HMM Plus Restaurant Edition v4.0

Marketing Essentials: HMM Plus Restaurant Edition v4.0

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[Project Management: HMM Plus Restaurant Edition v4.0](#)

[Retaining Valued Employees: HMM Plus Restaurant Edition v4.0](#)

[Running a Meeting: HMM Plus Restaurant Edition v4.0](#)

[Setting Goals: HMM Plus Restaurant Edition v4.0](#)

[Solving Business Problems: HMM Plus Restaurant Edition v4.0](#)

[Thinking Strategically: HMM Plus Restaurant Edition v4.0](#)

[Working with a Virtual Team: HMM Plus Restaurant Edition v4.0](#)

[Writing for Business: HMM Plus Restaurant Edition v4.0](#)

The Essential Leader - Harvard Business School Publishing

[Coaching For Results](#)

[Decision Making](#)

[Finance for Managers](#)

[Financial Accounting](#)

[Influencing and Motivating Others](#)

[Leading Teams with Emotional Intelligence](#)

[Managing Across Differences and Diversity](#)

[Managing Change](#)

[Managing Difficult Conversations](#)

[Managing Direct Reports](#)

[Managing Virtual Teams](#)

[Negotiating for Results](#)

[Productive Business Dialogue](#)

[Service Success](#)

[What is a Leader?](#)

Leadership Transitions - Harvard Business School Publishing Program

[Preparing for a Successful Transition: Leadership Transition - Module 1](#)

[Accelerating Your Learning: Leadership Transition - Module 2](#)

[Diagnosing Your Situation: Leadership Transition - Module 3](#)

[Prioritizing to Succeed: Leadership Transition - Module 4](#)

[Working with Your New Boss: Leadership Transition - Module 5](#)

[Achieving Alignment: Leadership Transition - Module 6](#)

[Building Your Team: Leadership Transition - Module 7](#)

[Creating Partnerships: Leadership Transition - Module 8](#)

Stepping Up to Management

[Evolving as a Manager](#)

[Managing a Group](#)

[Managing Performance](#)

[Networking with Colleagues](#)

[Organizing Resources, Meetings and Time](#)

[Supporting Your Boss and Organization](#)

[Understanding Your New Role](#)

[Working Through Others](#)

Harvard Case in Point

Aligning Strategy

Anticipating Risk

Building a Business Case

Cultivating Customer Loyalty

Defining Problems

Delegating for Growth

Developing a Global Perspective

Difficult Interactions

Emotional Intelligence

Ethical Decisions

Fostering Innovation

Influencing Others

Managing Creativity

Managing Performance

Overseeing Change

Providing Feedback

Removing Implementation Barriers

Retaining Talent

Selecting Solutions

The Coach's Role

Situational Leadership®

Situational Leadership® (Center For Leadership Studies Program), Second Edition

Story Based Cases™

Cultivating Open Communication

Dealing with Priorities

Engaging and Inspiring Others

Giving Constructive Feedback

Influencing Others

Managing Poor Performance

Setting Expectations

Sexual Harassment: Situations for Employees

Sexual Harassment: Situations for Supervisors and Employers

Lean, Six Sigma & Statistical Process Control

The Quality Group - Lean

Introduction to Lean Principles

Lean Tools I

Lean Tools II

Lean Tools III

The Quality Group - Lean & Six Sigma Introduction

Introduction to Lean Principles

Six Sigma Introduction

The Quality Group - Lean & Six Sigma White Belt

Introduction to Lean Principles

Measures of Central Tendency

Measures of Dispersion

Organization of Data

Six Sigma Introduction

What is Statistics

The Quality Group - Lean & Six Sigma Yellow Belt

Calculating Process Based Costs

Cause & Effect

Extending Project ROI

Failure Mode and Effects Analysis (FMEA)

Introduction to Lean Principles

Introduction to Process Capability

Introduction to Process Mapping

Maximizing ROI

Pareto Analysis

Six Sigma Introduction

Sustaining ROI

Types of Control Charts

Validating the Measurement System

What is Statistics

The Quality Group - Lean & Six Sigma Green Belt

Calculating Process Based Costs

Cause & Effect

Extending Project ROI

Failure Mode and Effects Analysis (FMEA)

Introduction to Lean Principles

Introduction to Minitab

Introduction to Process Capability

Introduction to Process Mapping

Lean Tools I

Lean Tools II

Lean Tools III

Maximizing ROI

Measures of Central Tendency

Measures of Dispersion

Organization of Data

Pareto Analysis

Process Capability Assessments

Scatter Diagrams

Six Sigma Introduction

Sustaining ROI

Types of Control Charts

Understanding Data

Validating the Measurement System

What is Statistics

The Quality Group - Lean & Six Sigma Black Belt

An Introduction to Probability

ANOVA

Black Belt Prep Course Module 1

Black Belt Prep Course Module 2

Black Belt Prep Course Module 3

Black Belt Prep Course Module 4

Black Belt Prep Course Module 5

Calculating Process Based Costs

Cause & Effect

Comparing Means

Confidence Interval for the Mean

Continuous Probability Distributions: Normal Curve

Extending Project ROI

Failure Mode and Effects Analysis (FMEA)

Hypothesis Tests for the Mean

Introduction to Inferential Statistics

Introduction to Lean Principles

Introduction to Minitab

Introduction to Process Capability

Introduction to Process Mapping

Lean Tools I

Lean Tools II

Lean Tools III

Making Inferences about Proportions

Making Inferences About Variances

Maximizing ROI

Measures of Central Tendency

Measures of Dispersion

Organization of Data

Pareto Analysis

Probability Distributions: Discrete Random Variables

Process Capability Assessments

Scatter Diagrams

Simple Linear Regression

Six Sigma Introduction

Sustaining ROI

Types of Control Charts

Understanding Data

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Drug-Free Workplace

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Preventing Sexual Harassment for Employees

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RCRA 1

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Respiratory Protection

Road Rage

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RPPA Training A2: Overview of Federal Regulations

RPPA Training A3: Chemical Hazards

RPPA Training B1: Overview

RPPA Training B2: The RPPA's Job

RPPA Training C1: Evaluating the work site

RPPA Training C2: Evaluating Chemical Hazards

RPPA Training C3: Employee Medical Evaluations

RPPA Training D1: Types of Respirators

RPPA Training D2: Determining Respirator Type

RPPA Training D3: Fit Testing After Evaluation

RPPA Training D4: Use, Care and Maintenance

RPPA Training D5: Documentation and Recordkeeping

Safe Backing and Turning

Safety And You

Safety Orientation

Scaffold Safety Awareness

Scaffolding for Construction

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Sexual Harassment Part 2

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Speeding - Light Commercial Vehicles

Spill Prevention, Control and Countermeasures - SPCC

Spray Finishing

Spray Finishing v2

Stop Signs - Large Vehicles

Stop Signs - Light Commercial Vehicles

Stormwater Pollution Prevention

Tailgating - Large Vehicles

Tailgating - Light Commercial Vehicles

Team Structure and Function - Management Principles

Team Structure and Function - Teambuilding Foundations

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Technical Overview

Element K's Technology suite consists of courses, reference materials, vLabs, and certification exam preparation tools from world-renowned companies on a full spectrum of technology topics.

Courses within these libraries cover a broad range of topics in the areas of: desktop applications, networking and operating systems, programming and web development, design and media, project management, Cisco® and Cisco Advanced Technologies, internet technologies, web applications, security, telecommunications and internetworking. The desktop operating systems and general office application courses in are available in 15 languages, contact your sales representative for more information.

vLabs provide learners with a risk-free environment to practice and apply newly learned skills on live equipment and software. These hand-on virtual labs are integrated into courses, creating a highly interactive learning experience. vLabs support many Microsoft®, Cisco, CompTIA®, Lotus®, and Linux technologies and certifications.

Our **e-Reference** library consists of over 10,000 technical reference products including full-text searchable e-Reference books, getAbstract business book summaries, and task-specific "how-to" Articles.

Element K's **Online Collaborative Courses** deliver training on a variety of end-user and IT subjects through a model that is popular for many online for-credit college courses. Collaborative courses use online message boards to bring students and instructors together, creating a classroom environment that allows students to learn on their own schedules.

Assessments establish a baseline of skill level relative to course materials. They can be taken prior to a course to identify skill gaps or after a course is completed to measure retention.

Brainbench exams measure proficiency in a subject area. Training can then be adapted to where continued skill development would be most helpful.

Online Certification Plans list exams needed to obtain a specific certification along with courses that map to all certification objectives. Through strategic relationships with industry leaders, Element K develops and delivers certification course mappings and courses for authorized vendor-specific IT content. Certifications include: Microsoft, Cisco, CompTIA, Lotus Domino, Novell®, CISSP, CEH, Oracle®, SUN®, and many others.

TECHNOLOGY

Office Productivity

- Microsoft Office Pack

Computer Professional

- Networking & Operating Systems
- Programming & Web Development
- Design & Media
- Project Management

Cisco

- CCNA
- CCNP
- CCDA
- CCDP
- CCSP
- CCVP

Cisco Advanced Technology

E-Business

Security

Communications Technologies

TRA Communication Technology

- Fundamentals & Emerging Technologies
- Wireless
- Core Network Technologies
- Optical Networking
- Data & IP Networks

ECDL-ICDL (European Computer Drivers License)

e-REFERENCE - TECHNOLOGY

e-Reference books - Technical

Articles

TECHNOLOGY

Office Productivity Library - Provides training on a broad range of desktop applications and operating systems topics to help learners strengthen and develop their skill sets. The library covers eight relevant categories:

- Spreadsheet applications
- Word processing applications
- Presentation and publishing applications
- Desktop databases
- Mail and communications tools
- Project management tools
- PCs and operating systems
- Web tools

Computer Professional Library - Consists of three sub-libraries combined to create the most comprehensive collection of training on IT topics.

- **Network and Operating Systems Library** - Provides training on Microsoft, Novell, Linux, Unix, and mainframe technologies. Prepares professionals for the following certifications:

Microsoft:

- MCAD
- MCDBA on Microsoft SQL Server 2000
- MCDST
- MCITP
- MCPD
- MCSA on Microsoft Windows Server 2003
- MCSA for Microsoft .NET
- MCSE Windows Server 2003
- MCTS

CompTIA:

- A+TM
- i-Net+
- Linux+
- Network+
- Project+
- Security+
- Server+

- **Programming and Web Development Library** - Provides training on creating web applications, mail-tool applications, scripts, relational databases, and reports. Features programming languages such as C, C++, Java, HTML, ASP, Perl, XML, COBOL, and more.

- **Design and Media Library** - Provides training for both print and web-publishing applications from Adobe, Macromedia, Corel, Lotus, Quark, and Microsoft.
- **Project Management Library** - Supports ongoing professional development for project management professionals. Prepares professionals for the Project Management Institute's (PMI's) Project Management Professional® (PMP) Certification and CompTIA's Project+ Certification exams. Courses can be applied towards Professional Development Unit credits. Element K is a Registered Education Provider for PMI.



Cisco & Cisco Advanced Technology Libraries - Provides training for professions who plan, implement, and support advanced networking technologies. Provides over 100 hours of training and Prepares professionals for Cisco certifications such as: CCNA, CCNP, CCDA, CCDP, CCSP, and CCVP.



E-Business Library - Addresses the use of Internet technologies to carry out, improve, and stream-line business processes.

Security Library - Provide security professionals with the knowledge needed to protect data and information and prepares them for certifications such as: CISSP, CompTIA's Security+, Security Certified Professional's (SCP), Certified Ethical Hacker (CEH), and more.

Communications Technology Library - Addresses the critical skills telecommunications and internetworking professionals need. Topics covered include: TCP/IP, ATM, VoIP, Wireless, Core Network Technologies, Data and IP Networking, Optical Networking, and more.

ECDL-ICDL Library - Provides training mapping to the ECDL certification European Computer Drivers Licence exams.

Element K – Your Learning Solution Partner

Element K is uniquely positioned to meet a wide-range of business needs while delivering superior customer value.

Global Reach - A presence and an established reputation in 32 countries, customers benefit from global learning solutions with local support.

Global Efficiency - Operations and development staff around the world, customers will have access to the right balance of local and remote resources, and will benefit from our flexibility, scale and quality processes.

Experience and Capabilities - Our unmatched experience, capabilities, process, and resources provide best-in-class learning solutions that deliver measurable business results.

Providing Learning Solutions that Deliver Business Results

With nearly 25 years of experience, we have developed an unparalleled set of core capabilities which enable us to design learning solutions that meet and exceed our client's expectations. Because each business need is unique, we first consult with you to develop a clear understanding of your goals and objectives. Focusing on this goal, we integrate our custom and turnkey capabilities to design the most effective solution. To ensure the successful implementation of your program, we provide you with the flexibility to utilize our full outsourcing capabilities. Our goal is focused on your need.

Our core capabilities include:

Strategic Learning Services - Tap into the expertise of senior learning professional to help you identify your business need, define optimal performance and solutions, and develop and implement measurement and corrective action plans.

Content Development Services - Profit from our experience in designing content solutions and delivering across multiple formats. Our dedicated, flexible staff of over 400 personnel utilizes a proven engagement model and state of the art technology to develop a solution to fit your unique need.

Catalog Content Solutions - Gain knowledge through our vast collections of courses, eBooks, and support materials that address a variety of information technology, leadership and management, and compliance topics.

Learning Platform & Services - Benefit from our robust, highly scalable learning platform, KnowledgeHub. This ASP solution can be customized and integrated to fit your needs and deployed rapidly and cost-effectively. Its powerful features allow you to provide learning in multiple languages and manage students and content with ease.

Managed Learning Services - Utilize experienced skilled professionals for the outsourcing of your site management, program rollout, classroom administration, or courseware fulfillment so you can focus on your high-value tasks.

Business-specific solutions include:

- Customer and Channel Training
- Retail Sales Readiness
- New Product Rollout
- IT Productivity and Skills Development
- Business Process Improvement
- Regulatory Compliance
- Employee On-boarding and Corporate Communications
- Management & Leadership Development
- Professional Effectiveness
- Office Productivity
- Call Center and Customer Service

Office Productivity

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Chassis Fundamentals and Cisco SONET Products

Cisco SDH Products

Cisco SONET Products

Dense Wavelength Multiplexing

Explaining Optical Transmission

Explaining Optical Transmission and DWDM

Optical Test Tools

SDH

SONET

Understanding the Basics of Optical Networking

Understanding the Basics of SONET

Routing

Foundation Express-SE

Foundation Express for Field Engineers

IS-IS Fundamentals

Migration Methodology

Service Provider

BGP: Connecting, Scaling, and Improving Network Stability

BGP: Routes and Influencing Route Selection

Storage Networking

Designing Storage Network Solutions

Evolution of Storage Solutions

Fibre Channel Concepts and Session Management

Fibre Channel SAN Architecture

MDS 9000 Configuration and Troubleshooting

Network Attached Storage (NAS) Concepts

Practical Application of Storage Networking

Storage Area Network (SAN) Concepts

Storage Network Management

Storage Network Solutions

Tuning and Troubleshooting Storage Network Solutions

E-Business

E-Business: Enterprise Wide Planning

E-Business: Fundamentals of E-Commerce

E-Business: Fundamentals of Enterprise Wide Infrastructure

E-Business: Practical Applications

E-Business: Project Implementation and Management

E-Business: Security Techniques

E-Business: Small Business Site Planning and Development

Intranets and Extranets: An Introduction

Security

A+™ Certification Core Hardware Third Edition (Part 1): Basic Computer Setup

A+™ Certification Core Hardware Third Edition (Part 2): Installing or Removing Internal Hardware

A+™ Certification Core Hardware Third Edition (Part 3): Upgrading System Components

A+™ Certification Core Hardware Third Edition (Part 4): Supporting Portable Computing Devices

A+™ Certification Core Hardware Third Edition (Part 5): Maintenance and Troubleshooting

A+™ Certification: Core Hardware, Part One

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A+™ Certification Operating Systems Third Edition (Part 1): Windows Tools and Managing Applications

A+™ Certification Operating Systems Third Edition (Part 2): Installing Network Components

A+™ Certification Operating Systems Third Edition (Part 3): Implementing Local Security

A+™ Certification Operating Systems Third Edition (Part 4): Managing File and Print Resources

A+™ Certification Operating Systems Third Edition (Part 5): Managing Disk Resources

A+™ Certification Operating Systems Third Edition (Part 6): Connecting to Internet Resources

A+™ Certification Operating Systems Third Edition (Part 7): Implementing Virus Protection

A+™ Certification Operating Systems Third Edition (Part 8): Disasters-Preparation and Recovery

A+™ Certification Operating Systems Third Edition (Part 9): Installing Client Operating Systems

A+™ Certification: Operating Systems, Part One

A+™ Certification: Operating Systems, Part Two

Advanced Security Implementation

Certified Ethical Hacker: Additional Hacking Tools

Certified Ethical Hacker: Hacking Process

Certified Ethical Hacker: Web Server Hacking

[Certified Hacking Forensics Investigator: File Systems and Operating Systems](#)

[Certified Hacking Forensics Investigator: Forensics Procedures from Start to Finish](#)

[Certified Hacking Forensics Investigator: Forensics Process and Procedures](#)

[CISSP \(Part 1\): Establishing Data Systems and Access Control](#)

[CISSP \(Part 2\): Defining Security Management](#)

[CISSP \(Part 3\): Applying System Security](#)

[CISSP \(Part 4\): Applying Operational Security](#)

[CISSP \(Part 5\): Applying Physical Security and Law](#)

[Defending Against Intrusion](#)

[Defending Against Risks](#)

[Defending the Network](#)

[Enterprise Security Solutions](#)

[Hardening the Infrastructure](#)

[Network Defense and Countermeasures](#)

[Network Security Fundamentals](#)

[Network+ Certification Third Edition - 2002 Objectives](#)

[PKI and Biometrics Concepts and Planning](#)

[PKI and Biometrics Implementation](#)

[Security Awareness \(Part 1\): Accessing a Computer, a Network and the Internet in a Secure Manner](#)

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[Security+® Certification \(Part 1\): Identifying Security Threats](#)

[Security+® Certification \(Part 2\): Hardening Internal Systems and Services](#)

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[Security+® Certification: Public Key Infrastructure \(Windows Server 2003\)](#)

[Security+® Certification: Security Basics \(Windows Server 2003\)](#)

[Security+® Certification: Security Enforcement \(Windows Server 2003\)](#)

[Security+® Certification: System Hardening \(Windows Server 2003\)](#)

[Upgrading to Microsoft® Internet Security and Acceleration Server 2004](#)

[TCP/IP: Introduction and Advanced, Part One](#)

[TCP/IP: Introduction and Advanced, Part Two](#)

Communications Technologies

ATM Troubleshooting

Introduction to ATM

Introduction to Data Communications, Part One

Introduction to Data Communications, Part Two

Introduction to Telecommunications

Introduction to xDSL

ISDN

T1/T3, DS1/DS3 Networking and Troubleshooting

TCP/IP: Introduction and Advanced, Part One

TCP/IP: Introduction and Advanced, Part Two

Telephony: Wireless

Voice Over IP (Revised)

Wireless

TRA Communications Technologies

Core Network Technologies

Understanding Advanced ATM

Understanding ATM

Understanding Multiprotocol Label Switching

Understanding Quality of Service: IP, ATM, DiffServ, and MPLS

Understanding SS7 for IN, Wireless, and VoIP

Understanding Voice Communications: A Technical Introduction

Understanding Voice over IP

Data and IP Networking

Understanding Digital Subscriber Lines

Understanding Frame Relay

Understanding IP Networking and VPNs

Understanding TCP/IP

Understanding the Basics of Data Communications

Fundamentals & Emerging Technologies

Springfield: An Introduction to Telecommunications

Transmission Systems

Understanding Emerging Technologies

Understanding ISDN

Understanding the Basics of Wireless Communications

Understanding Voice Communications: A Technical Introduction

Optical Networking

Understanding the Basics of Optical Networking

Understanding the Basics of SONET

Wireless

Understanding 3G Wireless Mobile Communications

Understanding CDMA

Understanding CDMA2000 and High-Speed Mobile Internet

Understanding Emerging Wireless Technologies

Understanding GSM

Understanding Mobile Internet Access

Understanding the Basics of Wireless Communications

Understanding UMTS

ECDL- ICDL (European Computer Drivers Licence)

Basic Information Technology Concepts

Concepts of Information Technology (IT) v 4.0

Creating Effective Spreadsheets Part I

Creating Effective Spreadsheets Part II

Creating Presentations

Databases v 4.0

Information and Communication v 4.0

Introduction to Databases

Introduction to the Internet

Introduction to the Personal Computer

Introduction to Word Processing

Presentations v 4.0

Spreadsheets v 4.0

Using the Computer and Managing Files v 4.0

Word Processing v 4.0

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