Business Skills
322 Courses

<table>
<thead>
<tr>
<th>Membership Length</th>
<th>Membership Cost</th>
</tr>
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<tbody>
<tr>
<td>1 Year</td>
<td>$199 Course Fee</td>
</tr>
<tr>
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<td>$179 UCF Employee, Student and Alumni Fee</td>
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</table>

Call Center ABCs 1: Call Center Functions (Includes Simulation)
Call Center ABCs 2: Call Center Roles and Responsibilities (Includes Simulation)
Call Center Operations 1: Call Center Essentials (Includes Simulation)
Call Center Operations 2: Customer Rapport (Includes Simulation)
Call Center Operations 3: Call Center Performance (Includes Simulation)
Call Center Operations 4: Call Center Challenges (Includes Simulation)
Customer Service Via Phone and Email (Includes Simulation)
Customer Service: Customer Care (Includes Simulation)
Customer Service: Customer Relationship Management (Includes Simulation)
Customer Service: Increasing Sales via Service (Includes Simulation)
Customer Service: Making a Difference With Customers (Includes Simulation)
Customer Service: Positive Outcomes (Includes Simulation)
Dealing with Challenging Customer Interactions: Establishing a Solid Customer Relationship (Includes Simulation)
Dealing with Challenging Customer Interactions: Overcoming Communication Issues (Includes Simulation)
Dealing with Challenging Customer Interactions: Resolving Challenging Situations (Includes Simulation)
Excellence in Technical Customer Service (Includes Simulation)
Approaches to Budgeting
Asset Turnover (ILX Group)
Balance Sheet (ILX Group)
Cash Flow (ILX Group)
Cash Flow Challenge - Business Simulation (ILX Group)
Costing Decisions (ILX Group)
FACT - Financial Competency Assessment (ILX Group)
Financial Basics for Non-Financial Managers (Second Edition) (Includes Simulation)
Financial Performance Essentials (Includes Simulation)
Financial Statement Analysis - Introduction to Ratios
Financial Statement Analysis — Profitability, Turnover, and Sensitivity Ratios
Financing Working Capital: Short-Term Secured Sources
Financing Working Capital: Short-Term Unsecured Sources
Income Statement (ILX Group)
Introduction to Accounting
Introduction to Financial Analysis (ILX Group)
Introduction to Financial Statements (ILX Group)
Inventory Accounting - Financial Accounting
Investment Appraisal (ILX Group)
Making Wise Investment Decisions (Includes Simulation)
Management of Inventory
Overview of Budgeting
Overview of Working Capital
Petty Cash Accounting
Planning and Controlling Budgets (Includes Simulation)
Profit Margin (ILX Group)
Return on Capital Employed (ILX Group)
The Accounting Process
Types of Budgets
Blended Blueprints: Workshop Edition Facilitator Training
Conducting Interviews for Successful Results (Includes Simulation)
Developing Successful Training for Non-Training Professionals (Includes Simulation)
Discharging Employees (Second Edition)
Disciplining and Redirecting Employees (Second Edition)
Diversity Awareness (Second Edition)
Diversity Awareness in the Workplace
Diversity for Managers (Second Edition)
Facilitation Skills for Blended Blueprints: Corporate Initiative Edition Sessions
Hiring Outstanding Teams: Attracting the Right Candidates (Includes Simulation)
Hiring Outstanding Teams: Behavioral Interviews and Other Techniques (Includes Simulation)
Hiring Outstanding Teams: Integrating New Team Members (Includes Simulation)
Hiring Top Performers: Concluding the Hiring Process (Includes Simulation)
Hiring Top Performers: Handling Interviews (Includes Simulation)
Hiring Top Performers: Initiating the Hiring Process (Includes Simulation)
HR Optimization: Communicating Effectively (Includes Simulation)
HR Optimization: Creating and Maintaining a Talented Workforce (Includes Simulation)
HR Optimization: Creating Development Plans (Includes Simulation)
HR Optimization: Managing Employees (Includes Simulation)
HR Skills: Downsizing (Includes Simulation)
HR Skills: Mastering Key Retention Strategies (Includes Simulation)
HR Skills: The Ethical Dilemma (Includes Simulation)
Interviewing Job Candidates (Second Edition)
Labor Unions in the Workplace: Creating an Equitable Workplace (Includes Simulation)
Labor Unions in the Workplace: Working with Labor Unions (Includes Simulation)
Overview of the Family Medical Leave Act (FMLA)
Preparing to Interview Job Candidates (Includes Simulation)
Presenting Successful Training for Non-Training Professionals (Includes Simulation)
Promoting Diversity in the Workplace
Recruiting the Workforce of the Future 1: Profiling the Employee of the Future (Includes Simulation)
Recruiting the Workforce of the Future 2: Developing a Compelling Recruiting Message (Includes Simulation)
Recruiting the Workforce of the Future 3: Planning Your Recruiting Campaign (Includes Simulation)
Recruiting the Workforce of the Future 4: Selecting the Right Employee (Includes Simulation)
The Strategic Development of Talent 1: Creating a Strategic Development Plan (Includes Simulation)
The Strategic Development of Talent 2: Choosing a Development Strategy (Includes Simulation)
The Strategic Development of Talent 3: Developing a Learning Organization (Includes Simulation)
Applying Leadership Principles 1: Developing Critical Leadership Skills (Includes Simulation)
Applying Leadership Principles 2: Building Great Business Relationships (Includes Simulation)
Assessing Change for Managers (Includes Simulation)
Be An Effective Facilitator (Includes Simulation)
Building Dynamic Business Teams (Includes Simulation)
Business Meeting Skills (Includes Simulation)
Change Management for Employees (Includes Simulation)
Coaching for Results 1: Laying the Groundwork (Includes Simulation)
Coaching for Results 2: Working Towards Change (Includes Simulation)
Coaching in the Workplace: Coaching for Performance (Includes Simulation)
Coaching in the Workplace: Establishing a Coaching Relationship (Includes Simulation)
Conducting Performance Reviews (Second Edition)
Conflict Intervention (Second Edition) (Includes Simulation)
Creating a Strong Leadership Team (Second Edition)
Creating a Winning Management Style 1: Adopting the Best Management Style
Creating a Winning Management Style 2: Building a Competent Team
Critical Thinking Skills (Includes Simulation)
Cultivating Open Communication
Dealing with Priorities
Decision Making Skills (Includes Simulation)
Defining the Issue of a Problem (Includes Simulation)
Delegating (Second Edition) (Includes Simulation)
Developing a Strategic Plan (Second Edition)
Developing and Implementing a Strategic Plan (Includes Simulation)
Developing and Leading an Effective Team (Includes Simulation)
Developing Ethical Leadership Skills (Includes Simulation)
Developing Yourself as a Leader (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)
Emotional Intelligence (Includes Simulation)
Employee Relations: Communicating for Effective Employee Relations (Includes Simulation)
Employee Relations: Satisfying Employees (Includes Simulation)
Employee Relations: Understanding Employment Laws (Includes Simulation)
Engaging and Inspiring Others
Feedback That Works (Includes Simulation)
Finding Resolution Through Negotiation (Includes Simulation)
First Steps Towards Strategic Planning (Includes Simulation)
Giving and Receiving Performance Feedback: Leveraging Performance Feedback for Professional Growth (Includes Simulation)
Giving and Receiving Performance Feedback: Preparing Yourself to Give Feedback (Includes Simulation)
Giving Constructive Feedback
Green Fundamentals
Harnessing Innovation Within Teams 1: Being an Innovator (Includes Simulation)
Harnessing Innovation Within Teams 2: Generating Ideas (Includes Simulation)
Harnessing Innovation Within Teams 3: Putting Ideas Into Practice (Includes Simulation)
Harnessing Innovation Within Teams 4: Managing Innovation (Includes Simulation)
Having Tough Talks
Implementing Change for Managers (Includes Simulation)
Influencing Others
Investigating the Problem (Includes Simulation)
Knowledge Management: Basics of Knowledge Management (Includes Simulation)
Knowledge Management: Implementing Knowledge Management (Includes Simulation)
Knowledge Management: Knowledge Management and Organizational Learning (Includes Simulation)
Leadership Skills: Build a Winning Team (Includes Simulation)
Leadership Skills: Lead with Confidence (Includes Simulation)
Leadership Skills: Position Yourself to Lead (Includes Simulation)
Leading Effective Meetings (Second Edition)
Leading Effective Teams (Second Edition)
Leading From the Front: Being a Leader in All You Do (Includes Simulation)
Leading in Tough Times 1: Preparing to Manage Tough Times (Includes Simulation)
Leading in Tough Times 2: Leading Through Actions (Includes Simulation)
Leading Virtual Teams 1: Putting Together a VTeam (Includes Simulation)
Leading Virtual Teams 2: Creating a VTeam Work Environment (Includes Simulation)
Leading Virtual Teams 3: Sustaining a VTeam (Includes Simulation)
Leading Your Team to Business Results (Includes Simulation)
Managing a Virtual Office (Second Edition)
Managing Company Change (Second Edition)
Managing Conflict (Includes Simulation)
Managing Innovation and Creativity (Includes Simulation)
Managing Multigenerational Teams: Dealing with Intergenerational Problems in the Workplace (Includes Simulation)
Managing Multigenerational Teams: Leveraging the Capabilities of Intergenerational Teams (Includes Simulation)
Managing Organizational Goals (Includes Simulation)
Managing Poor Performance
Managing the Generation Mix (Includes Simulation)
Mastering the Manager's Job 1: Preparing to Master Your Job (Includes Simulation)
Introduction to Lean Six Sigma 1: Fundamentals of Lean Six Sigma
Introduction to Lean Six Sigma 2: Describing a Lean Six Sigma Organization
Introduction to Lean Six Sigma 3: Conducting Lean Six Sigma DMAIC Phase 1 – The Define Phase
Introduction to Lean Six Sigma 4: Conducting Lean Six Sigma DMAIC Phase 2 – The Measure Phase
Introduction to Lean Six Sigma 5: Conducting Lean Six Sigma DMAIC Phase 3 – The Analyze Phase
Introduction to Lean Six Sigma 6: Conducting Lean Six Sigma DMAIC Phase 4 – The Improve Phase
Introduction to Lean Six Sigma 7: Conducting Lean Six Sigma DMAIC Phase 5 – The Control Phase
Introduction to Lean Six Sigma 8: Describing the Implementation of Lean Six Sigma Kaizen Event (The Quality Group)
Lean Six Sigma Fusion (The Quality Group)
Standard Work (The Quality Group)
Total Productive Maintenance (TPM) (The Quality Group)
Visual Management (The Quality Group)
Workplace Design and Layout (The Quality Group)
Accepting a Decision (Includes Simulation)
Advanced Business Writing (Includes Simulation)
Balancing Work and Family (Second Edition)
Basics of Effective Communication (Second Edition) (Includes Simulation)
Business and Technical Proposals (RGI Learning)
Business Letters and Memos (RGI Learning)
Career Skills (Includes Simulation)
Collaboration Skills (Includes Simulation)
Communicating Across Cultures (Includes Simulation)
Communicating Clearly (Includes Simulation)
Communication Techniques (Second Edition)
Creating and Maintaining Life Balance (Includes Simulation)
Dynamic Business Presentations (Includes Simulation)
Effective Business Writing (Includes Simulation)
Effective E-mail Techniques (RGI Learning)
Effective Listening Skills (Includes Simulation)
Effective Time Management for You (Includes Simulation)
Formal Reports (RGI Learning)
Foundations Course 1 - Get to the Point! (RGI Learning)
Foundations Course 2 - Organize the Details (RGI Learning)
Get The Most Out of Your Meetings (Includes Simulation)
Getting the Most Out of Your Day (Includes Simulation)
Getting the Results Without the Authority: Completing the Project (Includes Simulation)
Getting the Results Without the Authority: Creating a Strategy (Includes Simulation)
Grammar Essentials: Editing Effectively and Avoiding Hypercorrections
Grammar Essentials: Identifying Correct Punctuation, Sentence Fragments, Run-Ons, and Comma Splices