

Project Management & Project Management PDU Credits 2016 training catalog

Spring Edition

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PMP® is a registered mark of the Project Management Institute, Inc.

Project Management

■ Project Management Professional (PMP)[®] Series

This PMP[®] series meets the 35 contact hours required to test for the PMP[®] certification.

Project Management Overview

Course Number: 637
Time: 120 Minutes
Number of Quizzes: 4 Quizzes
PMI Activity Number: 013591
PMI Talent Triangle: Technical
Contact Hours: 2.00

In LearnSmart's Project Management Overview video training, you'll learn about such noteworthy individuals as Kaoru Ishikawa, William Edwards Deming, Joseph Juran and Vilifredo Pareto — pioneers of practices that led to the principles and processes of modern-day project management. The course details how time, manufacturing, world events and education helped shape today's processes of project management. Furthermore, you will see how the practice of project management contributes to the development of products, goods and services. **This course counts as 2.00 contact hours formal education towards Project Management Institute, Inc., PMP[®] certification eligibility.**

Course Overview	637_001
Anatomy of a Project	637_002
PMI and the PMBOK Guide	637_003

Managing Projects within Organizations

Course Number: 638
Time: 90 Minutes
Number of Quizzes: 3 Quizzes
PMI Activity Number: 013592
PMI Talent Triangle: Technical
Contact Hours: 1.50

In LearnSmart's Managing Projects within Organizations video training, you'll see how the concepts of project management have been applied throughout history — from the building of the pyramids of Egypt and the moon landing to the smaller-scale projects handled by businesses every day. This course will help students develop skills and understand fundamental concepts that will enable them to deliver projects with greater levels of proficiency and optimization. **This course counts as 1.50 contact hours formal education towards Project Management Institute, Inc., PMP[®] certification eligibility.**

Course Overview	638_001
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What's in a Project?	638_002
Project Stakeholders	638_003

Project Management Process Groups

Course Number: 639
Time: 120 Minutes
Number of Quizzes: 3 Quizzes
PMI Activity Number: 013593
PMI Talent Triangle: Technical
Contact Hours: 2.00

Project management has helped deliver some of mankind's biggest achievements. And while project management permits effective delivery of products and services, there are plenty of examples where projects have missed their mark and delivered less than stellar results. The reason for this is process. In order for a project to be managed successfully, the project manager and team must adhere to processes that will drive the project through its life cycle in a way that will meet specifications and the expectations of the project's sponsor. In LearnSmart's Project Management Process Groups video training, you will see that, while project processes provide the manner in which a project can produce a successful product, there are other key elements: knowledge, experience, expertise, and ability to lead a team — all of which the project manager must be able to deliver in conjunction with project processes. **This course counts as 2.00 contact hours formal education towards Project Management Institute, Inc., PMP[®] certification eligibility.**

Course Overview	639_001
Process Group Overview	639_002
Process Groups and Knowledge Areas	639_003

Execution, Monitoring and Controlling

Course Number: 640
Time: 120 Minutes
Number of Quizzes: 3 Quizzes
PMI Activity Number: 013594
PMI Talent Triangle: Technical
Contact Hours: 2.00

In LearnSmart's Execution, Monitoring and Controlling course, students will learn about two significant processes that are part of the Project Management Institute's Project Management Body of Knowledge (PMBOK[®]): the Direct and Manage Project Execution and the Monitor and Control Project work processes. Activities related to these processes represent the bulk of a project manager's duties during a project. At the conclusion of this course, you'll more fully understand the intricacies of leading a project team through project activity execution, monitoring and control. **This**

course counts as **2.00 contact hours formal education towards Project Management Institute, Inc., PMP® certification eligibility.**

Direct and Manage Project Execution..... 640_001
Monitoring and Controlling the Project 640_002

Project Change Control and Closure

Course Number: 641
Time: 90 Minutes
Number of Quizzes: 4 Quizzes
PMI Activity Number: 013595
PMI Talent Triangle: Technical
Contact Hours: 1.50

Project managers and project team members develop subject matter expertise as a result of project development. This expertise, in turn, helps to drive necessary changes in project activities. One activity a seasoned project manager always plans for is change. In LearnSmart's Project Change Control and Closure course, you'll learn how to manage changes to project through a formal change control process. You'll also pick up guidance on properly closing a project or a phase of a project. The course incorporates the procedures and processes of the Project Management Institute's Project Management Body of Knowledge (PMBOK®), specifically the Perform Integrated Change Control and the Close Project or Phase processes. **This course counts as 1.50 contact hours formal education towards Project Management Institute, Inc., PMP® certification eligibility.**

Integrated Change Control 641_001
Closing a Project or Phase..... 641_002

Initiation Basics, Developing a Project Charter and Project Management Plan

Course Number: 642
Time: 120 Minutes
Number of Quizzes: 3 Quizzes
PMI Activity Number: 013596
PMI Talent Triangle: Technical
Contact Hours: 2.00

A project consists of many different tasks and phases that must be integrated and managed to successfully complete the project. Keeping track of all activities that must be accomplished is no small undertaking; a well-planned and professionally integrated project pulls all of these activities together, enabling all participants to progress through their tasks and meet milestones. In LearnSmart's Initiation Basics, Developing a Project Charter and Project Management Plan, you'll learn about project integration management, why a project is initiated and potential pitfalls that can derail a project at any step. You'll also learn the purpose of a project charter and how to create one for your project. **This course counts as 2.00 contact**

hours formal education towards Project Management Institute, Inc., PMP® certification eligibility.

About Project Integration Management 642_001
Developing a Project Charter 642_002
Develop Project Management Plan 642_003

Collecting Requirements and Defining Scope

Course Number: 643
Time: 105 Minutes
Number of Quizzes: 3 Quizzes
PMI Activity Number: 013597
PMI Talent Triangle: Technical
Contact Hours: 1.75

One of the more important tasks that a project manager performs during the management of a project is identifying the project's requirements. Determining what is required of a project is necessary to identify work that has to be performed, and to establish metrics that are used to evaluate whether the work is acceptable and successful. In LearnSmart's Collecting Requirements and Defining Scope course, you'll learn why it's critical for project managers to properly and completely identify the requirements for a project as soon as possible. You'll also learn how project managers identify a project's requirements, including processes dictated by the Project Management Institute. **This course counts as 1.75 contact hours formal education towards Project Management Institute, Inc., PMP® certification eligibility.**

Overview of Project Requirements 643_001
Collect Requirements 643_002
Define Scope 643_003
Conclusion..... 643_004

Monitor and Control Project Scope

Course Number: 644
Time: 90 Minutes
Number of Quizzes: 4 Quizzes
PMI Activity Number: 013598
PMI Talent Triangle: Technical
Contact Hours: 1.50

A critical factor in the success of a project is the project manager's ability to monitor and control the scope of the project. During the implementation of processes within the Planning Process Group, a great amount of effort and planning goes into the collection of project requirements, the creation of a work breakdown structure, and the definition of the project's scope. LearnSmart's Monitor and Control Project Scope will teach you about the important principles and best practices employed by project managers to safeguard the scope of their projects. In addition, you'll learn about the Project Management Institute's Verify Scope and Control Scope

processes, and how these processes are related to the Project Scope Management Knowledge Area. **This course counts as 1.50 contact hours formal education towards Project Management Institute, Inc., PMP® certification eligibility.**

Course Introduction.....	644_001
Scope Verification	644_002
Controlling Project Scope	644_003

Defining and Sequencing Project Activities

Course Number: 645
Time: 90 Minutes
Number of Quizzes: 1 Quiz
PMI Activity Number: 013599
PMI Talent Triangle: Technical
Contact Hours: 1.50

Time management is a knowledge area that takes into consideration project constraints that pertain to time. It incorporates all the processes that are required to ensure the effective and timely completion of projects. The processes that make up project time management occur at least once within every project, in one or more of the project phases. These processes also overlap and interact with processes from the other knowledge areas to help develop and deliver components of a project. The concept of time management permits the project manager and team to develop a schedule by which project activities will be managed. Depending upon the size, scale, and scope of a project, scheduling may be an activity that could take one resource less than a day to complete, or for more complex projects, may require scheduling software to ensure that activities and resources are synchronized throughout the life cycle of the project. **This course counts as 1.50 contact hours formal education towards Project Management Institute, Inc., PMP® certification eligibility.**

Introduction.....	645_001
Sequence Activities	645_002
Quiz Discussion	645_003
Course Conclusion	645_004

Developing and Controlling the Project Schedule

Course Number: 646
Time: 90 Minutes
Number of Quizzes: 2 Quizzes
PMI Activity Number: 013600
PMI Talent Triangle: Technical
Contact Hours: 1.50

Developing the schedule of a project is the product of analyzing activities like sequence, duration, resource requirements, and project constraints. Scheduling tools

typically assimilate data in regard to the analysis provided to promote a project schedule. Activities, such as plan start and completion dates, milestones and dependencies are among the outputs provided by scheduling tools. The project schedule can then become the project's baseline for tracking purposes. In LearnSmart's Developing and Controlling the Project Schedule course, you will learn how iterative revisions and maintenance of the schedule are tasks that the project manager must adhere to for the life of the project. **This course counts as 1.50 contact hours formal education towards Project Management Institute, Inc., PMP® certification eligibility.**

Introduction.....	646_001
Control Schedule.....	646_002
Quiz Discussion	646_003
Course Conclusion	646_004

Estimating Activity Resources and Durations

Course Number: 647
Time: 75 Minutes
Number of Quizzes: 3 Quizzes
PMI Activity Number: 013601
PMI Talent Triangle: Technical
Contact Hours: 1.25

One of the more compelling issues that a project manager needs to deal with is a constant reminder to do more with less. Over time, the luxury of having resources in place without conflicts due to other project activities diminishes substantially. The project manager will need to engage sponsors and stakeholders to ensure the appropriate level and types of resources required to get the job done are available when needed. In this course, you will see how the project manager and team use the Estimate Activity Resources process to help determine resource requirements — in the form of cost or time. **This course counts as 1.25 contact hours formal education towards Project Management Institute, Inc., PMP® certification eligibility.**

Estimate Activity Resources	647_001
Estimate Activity Durations	647_002
Quiz Discussion	647_003
Course Conclusion	647_004

Controlling Costs

Course Number: 648
Time: 75 Minutes
Number of Quizzes: 3 Quizzes
PMI Activity Number: 013602
PMI Talent Triangle: Technical
Contact Hours: 1.25

Cost management is one of the most integral components of the project management process. LearnSmart's

Controlling Costs course shows how the project manager assumes full responsibility for cost oversight and delivery of the project within budgetary constraints. Financial tools and analysis enable the project manager to oversee activities and the cost associated with delivering the project's product. Control Costs is the process of monitoring your project status to ensure that your budget is up to date and that the project's value is being delivered to meet expectations. **This course counts as 1.25 contact hours formal education towards Project Management Institute, Inc., PMP® certification eligibility.**

Cost Control Inputs, Tools and Techniques.... 648_001
Control Cost Outputs..... 648_002

Estimating & Budgeting Project Costs

Course Number: 649
Time: 135 Minutes
Number of Quizzes: 4 Quizzes
PMI Activity Number: 013603
PMI Talent Triangle: Technical
Contact Hours: 2.25

Project Cost Management is perhaps the most comprehensive knowledge area in regard to determining the scope of a project, how it will be funded, and the steps that will be taken to ensure that funds appropriated for the project are managed and used correctly. Essential to every good plan are the thoughts and processes that will enable the plan to proceed. Cost management drives project deliverables in line with project constraints. For example, if project costs are limited, a project manager may have to scale back on subject matter experts. If the cost of quality is higher than expected, the project manager needs to realign project deliverables to ensure the level of quality delivers against requirements. This course provides an in-depth look at the processes associated with cost management. **This course counts as 2.25 contact hours formal education towards Project Management Institute, Inc., PMP® certification eligibility.**

Cost Overview 649_001
Estimate Costs 649_002
Determine Budget 649_003

Project Quality Planning

Course Number: 650
Time: 105 Minutes
Number of Quizzes: 3 Quizzes
PMI Activity Number: 013604
PMI Talent Triangle: Technical
Contact Hours: 1.75

Project Quality Management is about the managing of quality for the project. This knowledge area incorporates many of the best practices and approaches of the larger

quality management discipline; but only to the extent to which it supports the project. Project Managers are responsible for quality in terms of their project. The Project Management Body of Knowledge is a guide to apply quality management best practices to the needs and expectations of your project. LearnSmart's Project Quality Planning course teaches you to learn and apply this knowledge, so you can keep it in the framework of a project and its management. All the approaches, best practices, tools and techniques, and processes revolve around meeting the quality needs of the project. **This course counts as 1.75 contact hours formal education towards Project Management Institute, Inc., PMP® certification eligibility.**

Overview of Project Quality Management 650_001
Managing Quality..... 650_002
Plan Quality..... 650_003
Conclusion..... 650_004

Quality Assurance and Cost Control

Course Number: 651
Time: 120 Minutes
Number of Quizzes: 3 Quizzes
PMI Activity Number: 013605
PMI Talent Triangle: Technical
Contact Hours: 2.00

A good project manager should apply processes, best practices, and tools to ensure that all aspects of development incorporate quality standards as a project's product is being produced. The project manager should always look to the past to garner lessons learned and apply that knowledge so as not to repeat history where negative impacts were sustained. LearnSmart's Quality Assurance and Cost Control training shows how the Project Quality knowledge area promotes those processes, tools and techniques that assist the project team in planning, delivering and controlling the right levels of quality throughout all project development processes. **This course counts as 2.00 contact hours formal education towards Project Management Institute, Inc., PMP® certification eligibility.**

Overview 651_001
Quality Assurance 651_002
Quality Control..... 651_003

Managing Projects for Human Resources

Course Number: 956
Time: 75 Minutes
Number of Quizzes: 3 Quizzes
PMI Activity Number: 013628
PMI Talent Triangle: Technical
Contact Hours: 1.25

The strength of a project is based on the resources acquired. The Planning Process Group allows project managers to determine resource requirements for each activity within the project and ensuring that the delivery of raw materials along with the people to develop those raw materials is sequenced according to project schedule timelines. These activities fall into the first two processes in the Human Resource Management Knowledge Area: Develop the Project Team and Manage the Project Team. LearnSmart's Managing Projects for Human Resources covers the processes, inputs, and tools and techniques involved with developing and managing the project team. Furthermore, this course will teach the principles and best practices used by project managers to establish a solid team capable of producing project deliverables on time and within budget. **This course counts as 1.25 contact hours formal education towards Project Management Institute, Inc., PMP® certification eligibility.**

Develop Project Team 956_001
Manage Project Team 956_002

Planning Projects for Human Resources

Course Number: 669
Time: 90 Minutes
Number of Quizzes: 3 Quizzes
PMI Activity Number: 013629
PMI Talent Triangle: Technical
Contact Hours: 1.50

As a project manager, you will take on a variety of activities that will ensure the successful completion of a project. Among the most important activities that you will undertake is the management of resources that you will need to accomplish the tasks within the project plan. Typically resources come in two forms: raw materials that are developed into components of a project and human resources that will perform the development work upon the raw materials. LearnSmart's Planning Project Human Resources course will take you through the processes that pertain to the Project Human Resource Management knowledge area — the process of identifying and detailing roles and responsibilities, skills and relationships within a project. **This course counts as 1.50 contact hours formal**

education towards Project Management Institute, Inc., PMP® certification eligibility.

Overview of Project
Human Resources Management 669_001
Develop Human Resources Plan 669_002
Acquire Project Team 669_003

Processes for Managing Project Communications

Course Number: 670
Time: 120 Minutes
Number of Quizzes: 3 Quizzes
PMI Activity Number: 013630
PMI Talent Triangle: Technical
Contact Hours: 2.00

Project communications encompass a variety of deliverables such as project updates, project dashboards, performance metrics, status reports, schedule updates and details pertaining to the project budget or any of its constraints. Additionally, updates are made to the project management plan where details pertinent to stakeholder management, communications management and project baseline activities can be found. Through LearnSmart's Processes for Managing Project Communications course, you will gain insight relevant to communication methods, information management systems and performance reporting activities that will be used as either tools or techniques while managing communications. You will also learn about the outputs, or products of the manage communications process, which are essentially project communications. Upon completion of this course, you will have a working knowledge of the inputs to manage communications, those being the communications management plan, work performance reports, enterprise environmental factors and organizational process assets. **This course counts as 2.00 contact hours formal education towards Project Management Institute, Inc., PMP® certification eligibility.**

Distribute Information 670_001
Manage Stakeholder Expectations 670_002
Report Performance 670_003

Stakeholders and the Communication Management Plan

Course Number: 671
Time: 90 Minutes
Number of Quizzes: 3 Quizzes
PMI Activity Number: 013631
PMI Talent Triangle: Technical
Contact Hours: 1.50

One of the most important skills a project manager needs to acquire and hone is the skill of being an effective communicator. Through experience and time on the job,

a project manager will acquire a substantial degree of expertise and capabilities. Those skills will contribute to marketable competencies that prospective clients will require and are willing to pay a premium for. LearnSmart's Stakeholders and the Communication Management Plan course shows how effective communications works as an enabler, permitting a project manager to clearly articulate assumptions, objectives, goals and requirements; all of which are rudimentary components or deliverables of projects. Effective communications also contribute to efficiencies in project delivery, and while used often by the project manager, should be practiced by all project stakeholders and project team participants. A failure to communicate within a project can bring about risks and impact the overall integrity of the project manager and the project team. In order to be effective, the project manager needs to manage communications processes that will support project deliverables while syndicating project activities in the correct manner to all project participants. **This course counts as 1.50 contact hours formal education towards Project Management Institute, Inc., PMP® certification eligibility.**

Overview of Project	
Communication Management	671_001
Identify Stakeholders	671_002
Plan Communications	671_003

Identifying Project Risks

Course Number: 652
Time: 105 Minutes
Number of Quizzes: 3 Quizzes
PMI Activity Number: 013606
PMI Talent Triangle: Technical
Contact Hours: 1.75

In LearnSmart's Identifying Project Risks course, you will learn about the Identify Risk process as outlined in PMBOK®. The Cost Management Plan will be used to identify risk in regard to the cost constraints, or budget, of a project. The Schedule Management Plan will be used to identify risks associated with project development, especially predecessors and successors, and how risk can impact their ability to meet a project's critical path. The Quality Management Plan will be used to help determine the risks associated with integrating quality within work packages, or at the activity level. The Human Resource Plan helps detail risks associated with resource availability and their aptitude in regard to project deliverables. This helps ensure that the project manager has the right people at the right time to develop project deliverables. Additional inputs are all reviewed and taken into consideration to help drive and determine potential risk within a project. Upon completion of this course, you will know the required details and understand the skills required to identify project risk, and will have gained experience in detailing

project plans, understanding assumptions, be able to revert to prior project artifacts for historical reference, and understand the need for organization within a project and the requirement for keeping accurate records and project artifacts. **This course counts as 1.75 contact hours formal education towards Project Management Institute, Inc., PMP® certification eligibility.**

Overview	652_001
Documentation Review	652_002
Gathering Risk Information	652_003
Risk Analysis.....	652_004
Root Cause Analysis	652_005

Performing Risk Analysis

Course Number: 653
Time: 120 Minutes
Number of Quizzes: 3 Quizzes
PMI Activity Number: 013607
PMI Talent Triangle: Technical
Contact Hours: 2.00

All projects experience some degree of risk throughout the project life cycle. Risk can be negative, in the form of a threat to a project; or positive, in the form of an opportunity. Perform Risk Analysis is the process of prioritizing risks for further analysis or action by combining and assessing the probability and impact of risk's occurrence. While risk exists within every project, the degree of risk based upon probability and impact is what helps determine the type of corrective or preventive action that the project team will perform. Within this course, you will review process inputs, tools, techniques and outputs attributed to the Perform Risk Analysis process. **This course counts as 2.00 contact hours formal education towards Project Management Institute, Inc., PMP® certification eligibility.**

Perform Qualitative Risk Analysis	653_001
Perform Quantitative Risk Analysis.....	653_002

Risk Management Planning

Course Number: 654
Time: 90 Minutes
Number of Quizzes: 3 Quizzes
PMI Activity Number: 013608
PMI Talent Triangle: Technical
Contact Hours: 1.50

Through LearnSmart's Risk Management Planning course, you will gain a working knowledge of the Project Risk Management knowledge area and the six processes that are aligned within the Project Planning and Project Monitoring and Control process groups. You will learn to develop a Risk Management Plan that will be used throughout the course of the project to provide guidance

and direction to the project management team and detail processes and planned activities that are expected to be applied throughout the project. Plus, you will learn to assimilate risk processes to project life cycle work and be able to determine the tools and techniques required to quantify risk as it relates to activities that are developed within a project. **This course counts as 1.50 contact hours formal education towards Project Management Institute, Inc., PMP® certification eligibility.**

Project Risk Management Processes	654_001
Creating the Risk Management Plan	654_002
Plan Risk Management	654_003

Risk Response, Monitor and Control

Course Number: 655
Time: 75 Minutes
Number of Quizzes: 3 Quizzes
PMI Activity Number: 013609
PMI Talent Triangle: Technical
Contact Hours: 1.25

Upon completion of LearnSmart's Risk Response, Monitor and Control course, you will have gained an appreciation of the intricacies involved with planning appropriate risk response activities along with monitoring and controlling project risk. Planning risk response is the process of developing options that either reduce threats or promote opportunities. By quantifying and analyzing risks at the activity level, the project team has the ability to prioritize risks and optimize plan of action so that resource and budget constraints are taken into consideration. This helps maintain equilibrium within the project and helps deliver its products on time and within budget. This process occurs after quantitative risk analysis activities are complete when each risk response is based upon a thorough understanding of how it will address and impact the risk. Risk response activities also identify accountable individuals and groups responsible for the agreed-upon mitigation and ownership of any potential issue should one arise. **This course counts as 1.25 contact hours formal education towards Project Management Institute, Inc., PMP® certification eligibility.**

Plan Risk Responses	655_001
Monitor and Control Risks	655_002

Managing Procurement During Your Project

Course Number: 657
Time: 90 Minutes
Number of Quizzes: 3 Quizzes
PMI Activity Number: 013610
PMI Talent Triangle: Technical
Contact Hours: 1.50

LearnSmart's Managing Procurement During Your Project course serves as a fundamental introduction to

project procurements processing. It covers the process inputs relevant to managing procurements, conducting procurements, controlling procurement activities and closing procurement work within a project. It also covers techniques for selecting sellers that will participate in project activities. It shows how a project manager can develop a pool of prospective sellers and illustrate activities based upon procurement scenarios. The course covers such procurement tools and techniques as bitter conferences, proposal evaluations, independent estimates, advertising and negotiation. The course also covers details pertaining to procurement documentation and artifacts such as contracts between buyers and sellers that will be used to acquire both resources and raw materials to develop components of a project. Equally important to the contractual agreement and type of agreement that a project team would enter into, is the administration of the contract once the agreement has been reviewed, finalized and approved. At the end of this course, the student will have a comprehensive foundation in managing procurement activities that pertain to project management — the process inputs, tools and techniques, and process outputs that comprise the Conduct Procurements process. **This course counts as 1.50 contact hours formal education towards Project Management Institute, Inc., PMP® certification eligibility.**

Conduct Procurements	657_001
Administer Procurements	657_002
Close Procurements	657_003

Planning Procurement for Your Project

Course Number: 658
Time: 90 Minutes
Number of Quizzes: 3 Quizzes
PMI Activity Number: 013611
PMI Talent Triangle: Technical
Contact Hours: 1.50

As a project manager, your role will be to facilitate, or you might even say orchestrate, all activities that pertain to developing the product of a project. In doing so, you'll be gathering information, communicating with stakeholders and developing plans that the project team will use throughout the project lifecycle. Part of those plans and directions pertain to the purchase of goods and services needed within the project. This is the Project Procurement Management knowledge area. Within this course, you will learn the definition of procurement and the value of procurement processes to project activities. You will also cover procurement contracts to understand the different types of contracts that exist; why there are different types of contracts, and who benefits by the stipulations inherent to a specific type of contract. Upon completion of this course, the student will be well-versed in the definition

of procurement as it pertains to project management along with the plan procurement management processes identified within the Project Procurement Management knowledge area. **This course counts as 1.50 contact hours formal education towards Project Management Institute, Inc., PMP® certification eligibility.**

Overview of Procurement Management	658_001
Preparing for Procurements.....	658_002
Contracts and Other Procurement Documents	658_003

Stakeholder Identification and Planning

Course Number: 1135
Time: 60 Minutes
Number of Quizzes: 3 Quizzes
PMI Activity Number: 1135
PMI Talent Triangle: Technical
Contact Hours: 1.00

Though projects are temporary endeavors undertaken to create a unique product, service, or result, the undertaking of a project affects many things. The results of the project are to make a change; that's the objective of the project. Many people, groups, and entities hold some sort of stake in that change. Those that hold stake in a project and the project's outcome are deemed "Project Stakeholders" and must be managed within the project management of a project. As a result, there is a knowledge area within project management dedicated to stakeholder management. Two of the processes contained within this knowledge area are Identify Stakeholders and Plan Stakeholder Management. Learn the key tools, techniques, and inputs included in these processes to successfully manage a project's stakeholders. **This course counts as 1.00 contact hour formal education towards Project Management Institute, Inc., PMP® certification eligibility.**

Project Stakeholder Management	1135_001
Identify Project Stakeholders	1135_002
Plan Stakeholder Management.....	1135_003

Project Stakeholder Engagement and Communication

Course Number: 1136
Time: 60 Minutes
Number of Quizzes: 4 Quizzes
PMI Activity Number: 1136
PMI Talent Triangle: Technical
Contact Hours: 1.00

Focus on the processes Manage Stakeholder Engagement and Control Stakeholder Engagement. You will find discussions on the purpose of those processes, their inputs,

outputs, tools and techniques. You will sort through how to maintain the most effectual engagement of the needs and expectations of stakeholders, manage times when needs and expectations are not being met, and handle change or requesting changes when improvements or adjustments are recommended. Whoever the stakeholders are in your project, they must be managed and managed properly. Upon course completion, you will know what project stakeholder management is, how to manage stakeholder engagement, and control engagement throughout a project's lifecycle. **This course counts as 1.00 contact hour formal education towards Project Management Institute, Inc., PMP® certification eligibility.**

Project Stakeholder Management	1136_001
Manage Stakeholder Engagement.....	1136_002
Control Stakeholder Engagement	1136_003

Test Me: PMI Exam Project Management Professional (PMP)®

Course Number: 1837
Time: 240 Minutes
Number of Quizzes: 1 Quiz

Test your knowledge and skills through this Test Me: PMI Exam Project Management Professional (PMP)®. Prove to yourself, and others, that you are ready for PMI's Project Management Professional (PMP)® certification exam. You'll demonstrate your proficiency in the principles, techniques, and tools needed to be a successful lead on a project. The instruction period is over; this Test Me provides you with a collection of questions based on the exam domains contained in testing for the actual certification exam. Wrap up your exam preparation with this Test Me that pulls questions from our Project Management Professional (PMP)® course series.

PMI Certification Requirements

Course Number: 2160
Time: 15 Minutes

So you are a little confused about Contact Hours vs. Professional Development Units (PDUs). Perhaps you're not sure how to use PMI's Continuing Certification Requirements CCR system. If you fit this description than this is the course for you. This course will help you gain an understanding of the difference between a Contact Hour and a Professional Development Unit. It will also walk you step-by-step through the process of claiming PDUs and certification renewal. LearnSmart is a PMI Registered Education Provider and has over 100 PDU activities registered with PMI. This course will help you

learn how to claim these PDUs and Contact Hours once you've completed the training.

PMI Certification Requirements 2160_001

The preceding 27 courses make up the 35 contact hours required to sit for the PMP® certification. PMP® is a registered mark of the Project Management Institute, Inc.

■ Fundamentals of Project Management

Course Number: 466
Time: 120 Minutes
Number of Quizzes: 4 Quizzes
PMI Activity Number: 466
PMI Talent Triangle: Leadership
PMI PDUs: 2.00

If you're interested in becoming an accomplished project manager, this exciting, dynamic LearnSmart training introduces all the fundamental concepts, processes, and procedures necessary to become an effective project manager. Narrated by expert Dahlia Gelbaum, this course covers the project management life cycle, project scope, project scheduling, team dynamics, and more. By the time you complete this two hour course, you will have all the skills to be competitive in your career as a project manager. **This course qualifies for 2.00 PDU credits toward Project Management Institute PMP® recertification.**

Getting Started with Project Management	466_001
Understanding Project Scope	466_002
Understanding the Project Schedule	466_003
Team Management	466_004
Communicating with Others	466_005
Risk Analysis.....	466_006
Project Execution	466_007
Closing a Project	466_008

■ Agile (PMI-ACP) Series

Series Overview

Course Number: 2213
Time: 15 Minutes
PMI Activity Number: 2213
PMI Talent Triangle: Technical
PMI PDUs: 0.25

What comes to your mind when you think “Agile”? You're probably thinking about the ability to move quickly and easily, and you would be right. Now apply that definition in the context of project management. An Agile project manager is someone who can move quickly, adapt to

change, and make smart adjustments on the fly. This course's primary purpose is to increase your knowledge of the principles and processes involved in the Agile method of project management as organized and suggested by the Project Management Institute. We will spend a lot of time discussing what you need to know and the knowledge required — or at least expected to be known — by most agile practitioners. The courses in this series are loosely based on the domains of: Agile principles and mindset, Value driven delivery, Stakeholder engagement, Boosting team performance practices, Adaptive planning, Problem detection and resolution, and Continuous improvement. Upon completion of this series you will be well versed in the methodologies and principles of Agile project management and effectively prepared to sit for the PMI-ACP exam from PMI. **This course qualifies for 0.25 PDU credits toward Project Management Institute PMP® recertification.**

Overview 2213_001

Traditional vs. Agile Project Management

Course Number: 2123
Time: 60 Minutes
Number of Quizzes: 2 Quizzes
PMI Activity Number: 2123
PMI Talent Triangle: Technical
PMI PDUs: 1.00

The idea of performing project management work in an agile way did not magically appear in the last couple of years. But, what is an agile project management? This course examines what it is and the difference between agile and traditional project management. **This course qualifies for 1.00**

PDU credit toward Project Management Institute PMP® recertification.

Agile Project Management..... 2123_001

Working with Agile Project Management 2123_002

Manifesto Principles 1-6

Course Number: 2125
Time: 60 Minutes
Number of Quizzes: 2 Quizzes
PMI Activity Number: 2125
PMI Talent Triangle: Technical
PMI PDUs: 1.00

Since the Agile Manifesto serves as the guiding principle of the entire agile project management collective, it also holds a prominent part in the Project Management Institute-Agile Certified Practitioner exam. In this course, we will explore the first six principles of the manifesto in depth. **This course qualifies for 1.00**

PDU credit toward Project Management Institute PMP® recertification.

The Agile Manifesto.....	2125_001
The Principles.....	2125_002

Manifesto Principles 7-12

Course Number: 2126
Time: 60 Minutes
Number of Quizzes: 2 Quizzes
PMI Activity Number: 2126
PMI Talent Triangle: Technical
PMI PDUs: 1.00

At the root of the modern structure of agile project management is the Agile Manifesto, and it should be used as a guide to the philosophy of the agile project management approach. This course focuses on the last six agile principles as well as the Declaration of Interdependence. **This course qualifies for 1.00 PDU credit toward Project Management Institute PMP® recertification.**

The Agile Manifesto.....	2126_001
The Principles.....	2126_002
Interdependence	2126_003

Scrum and XP Methods

Course Number: 2127
Time: 90 Minutes
Number of Quizzes: 2 Quizzes
PMI Activity Number: 2127
PMI Talent Triangle: Technical
PMI PDUs: 1.50

This course is about the agile methods and frameworks of Scrum and Extreme Programming. These are, arguably, the two most well known of the agile project management methodologies. In this course, we cover the basics, principles, and practices of both methods. **This course qualifies for 1.50 PDU credits toward Project Management Institute PMP® recertification.**

Scrum	2127_001
Extreme Programming	2127_002
Course Wrap-up	2127_003

Other Agile Methods

Course Number: 2128
Time: 75 Minutes
Number of Quizzes: 2 Quizzes
PMI Activity Number: 2128
PMI Talent Triangle: Technical
PMI PDUs: 1.25

In this course, we explore some of the lesser known agile project management approaches beyond the popular

ones of Scrum and extreme programming. Their lack in popularity right now does not mean they will always be lesser known. They may become the “go to” approach in the future if certain industries or subsets of the agile community adopt them more fully and evangelize their exalts. **This course qualifies for 1.25 PDU credits toward Project Management Institute PMP® recertification.**

Method Types	2128_001
Development Methods	2128_002

Value-Driven Development

Course Number: 2129
Time: 90 Minutes
Number of Quizzes: 2 Quizzes
PMI Activity Number: 2129
PMI Talent Triangle: Technical
PMI PDUs: 1.50

To select the best project to work on, you must assess what is to be gained from its efforts and at what costs. Benefits are best placed in the perspective of the customer or business value. This course covers value-driven development. In this, we discuss how to determine the amount of time and effort to spend on a project. It also discusses how to determine when to expend time and resources on any one or more features, functions, procedures, parts, and/or elements of that project over others. This course makes clear what the value is and how utilizing agile project management approaches can deliver to that value. **This course qualifies for 1.50 PDU credits toward Project Management Institute PMP® recertification.**

Value-Driven Development.....	2129_001
Risks and Risk Management.....	2129_002
Planning and Delivering Value.....	2129_003

Prioritization and Risk Management in Agile Project Management

Course Number: 2130
Time: 75 Minutes
Number of Quizzes: 2 Quizzes
PMI Activity Number: 2130
PMI Talent Triangle: Technical
PMI PDUs: 1.25

Agile projects are selected based on certain aspects and considerations. Prioritization and planning is where most of the effort and time is spent in agile project management. This course delves deeper into prioritization and risk management in agile project management. We expand on the prioritization of the features and functions of our selected projects, building out our product’s vision and business case for development, and laying the foundation for our product’s plan of fulfillment. Also, greater detail

and care is spent on the tools, techniques, and other concepts surrounding the planning at all the various levels of an agile project. **This course qualifies for 1.25 PDU credits toward Project Management Institute PMP® recertification.**

- Prioritization..... 2130_001
- Risk Management in Agile Projects 2130_002

Planning Agile Projects

Course Number: 2131
Time: 90 Minutes
Number of Quizzes: 2 Quizzes
PMI Activity Number: 2131
PMI Talent Triangle: Technical
PMI PDUs: 1.50

Planning in agile projects differs from waterfall projects or other more traditional projects in the aspect of adapting to the needs and expectations of the stakeholders and the product development in a flexible manner. This encourages changes and course corrections as often as necessary, and makes planning essential to a project's success. This course examines how to best plan an agile project, the differences between the various levels of project planning, and useful tools to aid in the planning. **This course qualifies for 1.50 PDU credits toward Project Management Institute PMP® recertification.**

- Iteration Planning 2131_001
- Planning Considerations..... 2131_002

Estimation

Course Number: 2132
Time: 90 Minutes
Number of Quizzes: 2 Quizzes
PMI Activity Number: 2132
PMI Talent Triangle: Technical
PMI PDUs: 1.50

Estimating the work, effort, and time activities will take during a project is a very challenging exercise. However, it's also a very important and crucial piece to any project management. How estimation works in agile projects is slightly different than in traditional projects or daily operations. The circumstances and variables are more varied in agile projects than in traditional project needs. This course aims to explore those differences, the strategies at play in agile estimation, and the various tools and techniques any agile practitioner — whether that be an agile project manager, agile coach, ScrumMaster, or agile development team member — should be aware of. **This course qualifies for 1.50 PDU credits toward Project Management Institute PMP® recertification.**

- Using Agile Estimation 2132_001
- Measurements and Estimations 2132_002

Managing Projects

Course Number: 2133
Time: 90 Minutes
Number of Quizzes: 3 Quizzes
PMI Activity Number: 2133
PMI Talent Triangle: Technical
PMI PDUs: 1.50

A good agile project manager should be knowledgeable about the various tools and techniques of the agile project management trade. They should also be versatile enough to know when to apply the documented tools and techniques in their literal or highly structured manners and when to bend or accommodate them to the requests of the agile team. This course is aimed for those who may be taking on the role of agile project manager, agile coach, agile practitioner, agile mentor, or ScrumMaster. We discuss the basics of each type of agile manager, their similarities and differences, how to use the tools and techniques available, and what role agile management has in an agile project. **This course qualifies for 1.50 PDU credits toward Project Management Institute PMP® recertification.**

- Mentoring Agile Teams 2133_001
- Supporting Execution Plans 2133_002
- Managing the Teams 2133_003

Adaptive Planning and Design

Course Number: 2134
Time: 90 Minutes
Number of Quizzes: 2 Quizzes
PMI Activity Number: 2134
PMI Talent Triangle: Technical
PMI PDUs: 1.50

This course focuses on the process of managing potential threats and other forms of risks throughout the agile project's lifecycle. We cover how to test and validate in order to gather information to improve and adapt the processes of agile project management. We continue talking about the power of adaptive planning in agile projects and discuss how to optimize value delivery by selecting and tailoring the team's processes based on experiences and project feedback. **This course qualifies for 1.50 PDU credits toward Project Management Institute PMP® recertification.**

- Testing 2134_001
- Risks 2134_002
- Ending an Iteration 2134_003

Soft Skills and Leadership

Course Number: 2135
Time: 75 Minutes
Number of Quizzes: 2 Quizzes
PMI Activity Number: 2135
PMI Talent Triangle: Technical
PMI PDUs: 1.25

An agile project manager ensures the project and its components can run. He or she ensures that everything that is needed is taken care of and puts the agile project management framework and processes in place. In essence, a project manager leads by example. In this course, we explore how a good agile project manager utilizes soft skills and leadership in order to inspire team members, keep the lines of communication open, and deliver an excellent product. **This course qualifies for 1.25 PDU credits toward Project Management Institute PMP® recertification.**

Soft Skills in the Project..... 2135_001
Using Soft Skills in Conflicts..... 2135_002

Team Formation and Boosting Team Performance

Course Number: 2136
Time: 90 Minutes
Number of Quizzes: 2 Quizzes
PMI Activity Number: 2136
PMI Talent Triangle: Technical
PMI PDUs: 1.50

There is a lot to learn and be aware of when working with agile project teams. Agile project team formation and empowerment requires setting up self-organizing and self-empowered groups of skilled and supported individuals. This course focuses on how teams are most effectively formed, how they are supported, and how those teams can more effectively work together and be continuously successful. **This course qualifies for 1.50 PDU credits toward Project Management Institute PMP® recertification.**

Creating Teams..... 2136_001
Working with Teams 2136_002

Stakeholder Engagement

Course Number: 2137
Time: 75 Minutes
Number of Quizzes: 2 Quizzes
PMI Activity Number: 2137
PMI Talent Triangle: Technical
PMI PDUs: 1.25

Project stakeholders are all those affected by the project, not just those who fund the project or those we are building the project for. The product owner is a stakeholder, but he or she is not the one using the product. A bigger set of stakeholders are the end users. Even beyond that,

there are many other project stakeholders. This course covers who the stakeholders are, how to consider their needs as the project progresses, and several tools and techniques that help in incorporating the stakeholder's needs and wants. **This course qualifies for 1.25 PDU credits toward Project Management Institute PMP® recertification.**

Stakeholders 2137_001
Tools and Techniques 2137_002
Finishing Up..... 2137_003

Communication in Projects

Course Number: 2138
Time: 90 Minutes
Number of Quizzes: 2 Quizzes
PMI Activity Number: 2138
PMI Talent Triangle: Technical
PMI PDUs: 1.50

There are many challenges and potential pitfalls of communication throughout the duration of a project. Communication is absolutely critical to any team activity, and agile project management is a team activity. The success and failure of an agile project can certainly rest on the proper or improper use of communication. This course covers the many aspects of communication in an agile project. The general goals of this course are being aware of the various modes of communication, the importance of communication in an agile project, and how to best apply the appropriate tools and techniques surrounding communication to best support your project. **This course qualifies for 1.50 PDU credits toward Project Management Institute PMP® recertification.**

Agile Communication Types and Style..... 2138_001
Using Communications..... 2138_002

Problem Detection, Metrics, and Resolutions

Course Number: 2139
Time: 75 Minutes
Number of Quizzes: 2 Quizzes
PMI Activity Number: 2139
PMI Talent Triangle: Technical
PMI PDUs: 1.25

There are always going to be problems in agile projects. Some will be major and some will be incredibly minor. Being able to detect, forecast, and address the problems — especially any small problems before they become big — is key to successful agile project management and practice. In this course, we concentrate on the needs and methods around the detection of problems, errors, issues, and other things deemed outside our acceptable realm of control. We also examine a few of the common tools,

measurements, techniques, and other diagnostics that support the team's efforts to detect and resolve problems within the project. **This course qualifies for 1.25 PDU credits toward Project Management Institute PMP® recertification.**

Problem Detection.....	2139_001
Measurements	2139_002

Quality and Earned Value Management

Course Number: 2140
Time: 90 Minutes
Number of Quizzes: 2 Quizzes
PMI Activity Number: 2140
PMI Talent Triangle: Technical
PMI PDUs: 1.50

Agile project quality is a discipline that is built in and incorporated in all that is done — from considering, to planning, to executing, to testing, to delivering, and every minute in between. Quality is a mindset and a practice throughout the agile project lifecycle. In this course, we concentrate on agile project quality and the role it plays in the gains or value. As we talk about the standards and the expected levels of quality of the products, we discuss the skills needed in order to measure quality. **This course qualifies for 1.50 PDU credits toward Project Management Institute PMP® recertification.**

Quality.....	2140_001
Earned Value Management.....	2140_002

Continual Improvement

Course Number: 2141
Time: 75 Minutes
Number of Quizzes: 2 Quizzes
PMI Activity Number: 2141
PMI Talent Triangle: Technical
PMI PDUs: 1.25

No agile process is perfect. No agile project is perfect. No person on an agile team is perfect. There is always room for improvement and growth. This course is about the constant striving for improvement. In this course, we explore the various methods and concepts surrounding the need and abilities to continually improve our agile project, ourselves, our teams, our culture, our organization, our agile project management, and other areas, whether directly or indirectly. **This course qualifies for 1.25 PDU credits toward Project Management Institute PMP® recertification.**

Continual Improvement	2141_001
Team Improvement	2141_002

PMI Code of Conduct

Course Number: 2142
Time: 60 Minutes
Number of Quizzes: 2 Quizzes
PMI Activity Number: 2142
PMI Talent Triangle: Technical
PMI PDUs: 1.00

The discipline of agile project management does not have a particular governing body, standardization, or a certain entity that is the gold standard for certification in this field. The Project Management Institute has made tremendous inroads in adding some formality in this regard by collecting the best practices, concepts, approaches, and terms. This final course in the Agile series discusses the PMI Code of Conduct, which is essentially a list of values that should be found within any project. **This course qualifies for 1.00 PDU credits toward Project Management Institute PMP® recertification.**

Code of Conduct	2142_001
Values	2142_002

PMI-ACP Exam Prep

Course Number: 2124
Time: 90 Minutes
PMI Activity Number: 2124
PMI Talent Triangle: Technical
PMI PDUs: 1.50

The PMI-ACP is an internationally recognized and esteemed certification focused on the emerging approach of agile methods to project management. If you are going to seek out your PMI-ACP certification, you need a good grasp of what you are getting yourself into. This course is set up to give you the lay of the test and to reduce the possibility of any surprises along your way. It gives an overview of what you need to know, what the exam will be like, how to prepare, and what you must do after the exam to keep your PMI-ACP certification active and in good standing. **This course qualifies for 1.50 PDU credits toward Project Management Institute PMP® recertification.**

Introduction to the Exam.....	2124_001
The Exam	2124_002
Exam Content and Breakdown.....	2124_003
Preparing for the Exam	2124_004

Test Me: PMI-ACP Exam

Course Number: 2229
Time: 180 Minutes
Number of Quizzes: 1 Quiz

Test your proficiency and comprehension of the content of PMI's Agile-ACP exam with the Test Me: Agile-ACP course. You'll demonstrate your proficiency in the

principles, concepts, and tools used in completing the Agile Practitioner Certification. Test Me provides you with a collection of questions based on the instructions that you have received throughout the Agile series. This gives you the opportunity to prove your comprehension and understanding of the various concepts that you have seen throughout this series, as well as the chance to test your knowledge on the various concepts of Agile.

Communications Skills

■ Appraising Performance

Course Number: 496
Time: 210 Minutes
Number of Quizzes: 4 Quizzes
Number of Labs: 6 Labs
PMI Activity Number: 013284
PMI Talent Triangle: Leadership/Strategic
PMI PDUs: 3.50

Appraising performance is a continuous process, one that should bring out the best in both a manager and his or her employees. When handled properly and effectively, it can encourage — even inspire — people to strive toward personal growth and improvement. LearnSmart's Appraising Performance course deals with planning — developing a performance plan that includes realistic, meaningful performance goals — and the unique role of the manager in today's workplace, where telecommunication fosters relationships with employees you never see. Specific topics include performance goals, motivational techniques, and systematic performance assessment. **This course qualifies for 3.50 PDU credits toward Project Management Institute PMP® recertification.**

Introduction	496_001
Assessing Performance Continuously	496_002
Performance Reviews.....	496_003
Developing Employees	496_004
Summary	496_005

■ Business Communication Fundamentals

Course Number: 499
Time: 45 Minutes
Number of Quizzes: 4 Quizzes
Number of Labs: 3 Labs
PMI Activity Number: 013285
PMI Talent Triangle: Strategic
PMI PDUs: 1.50

In the business world, effective communication is an essential part of getting things done — specifically, getting things done right, the first time. Memos, letters,

presentations and meetings are the means by which we communicate. This course deals with how to develop them — what to include and what not to include — for that's what dictates how well we communicate. **This course qualifies for 1.50 PDU credits toward Project Management Institute PMP® recertification.**

Introduction	499_001
Face to Face.....	499_002
Written Communication	499_003
The Presentation	499_004

■ Better Business Writing

Course Number: 500
Time: 45 Minutes
Number of Quizzes: 4 Quizzes
Number of Labs: 2 Labs
PMI Activity Number: 013286
PMI Talent Triangle: Strategic
PMI PDUs: 1.50

Good business writing is imperative to achieving success, no matter what business you're in. Effective communication will help you grow more confident in your ability to express yourself clearly. This course deals with the importance of being able to express yourself clearly through the written word. It also explores the fundamentals of grammar, the importance of finding and defining your personal style, and how to improve upon it as you grow in the business world. **This course qualifies for 1.50 PDU credits toward Project Management Institute PMP® recertification.**

Introduction	500_001
Developing a Style	500_002
Form and Format.....	500_003
Writing Persuasively	500_004

■ Coaching with Confidence

Course Number: 490
Time: 390 Minutes
Number of Quizzes: 5 Quizzes
Number of Labs: 8 Labs
PMI Activity Number: 012205
PMI Talent Triangle: Leadership/Strategic
PMI PDUs: 5.00

LearnSmart's Coaching with Confidence video training course teaches the importance of communication, leadership, and a way of thinking that others feel compelled to follow. Students will learn that it's not what coaches are, but what coaches do that has the most value. Coaching with Confidence contains all the essentials that people need to be the best coaches they can be — for themselves, and for their teams. **This course qualifies for 5.00**

PDU credits toward Project Management Institute PMP® recertification.

Introduction	490_001
The Concept of Coaching.....	490_002
Emotion and Needs	490_003
Psychological Principles	490_004
Habits, Good and Bad	490_005
Communication	490_006
Boundaries.....	490_007
Thinking and Learning	490_008
Strengths and Weaknesses.....	490_009
Putting it Together	490_010

■ Effective Presentation Skills

Course Number: 880
 Time: 30 Minutes
 Number of Quizzes: 6 Quizzes
 PMI Activity Number: 880
 PMI Talent Triangle: Leadership
 PMI PDUs: 1.00

In LearnSmart’s Effective Presentations video training, students will learn the skills needed to excel in public speaking. Students will also learn how to clearly convey their intended message, while overcoming fear and anxiety. **This course qualifies for 1.00 PDU credit toward Project Management Institute PMP® recertification.**

Introduction	880_001
Effective Presentation Skills	880_002
Getting Started	880_003
Organizing and Preparing.....	880_004
Making Effective Presentations	880_005

■ Effective Delegation

Course Number: 487
 Time: 240 Minutes
 Number of Quizzes: 4 Quizzes
 Number of Labs: 7 Labs
 PMI Activity Number: 013143
 PMI Talent Triangle: Leadership
 PMI PDUs: 3.00

LearnSmart’s video training course for Effective Delegation was developed to teach people that delegation is more than just clearing off your desk by assigning tasks to others. Not only does delegation entail teaching others the skills necessary to accomplish certain tasks, but it also serves as an opportunity to foster employees in their career training. The course shows the importance of delegating not just tasks, but also the authority necessary to complete them. **This course qualifies for 3.00**

PDU credits toward Project Management Institute PMP® recertification.

Introduction	487_001
The Learning Process	487_002
Communication	487_003
How to Delegate.....	487_004
Goals	487_005

■ Email Etiquette

Course Number: 501
 Time: 150 Minutes
 Number of Quizzes: 4 Quizzes
 Number of Labs: 2 Labs
 PMI Activity Number: 013316
 PMI Talent Triangle: Strategic
 PMI PDUs: 2.50

Email has long since replaced postal “snail” mail as the preferred method of communication, and this course provides the complete training you’ll need to become an expert on the proper usage and terminology that goes along with personal and professional email communication. **This course qualifies for 2.50 PDU credits toward Project Management Institute PMP® recertification.**

Getting Started with Email.....	501_001
Email Considerations	501_002
Email Writing Skills.....	501_003
Efficient Emailing	501_004
Netiquette	501_005
Company Email Policies	501_006

■ Facilitating Meetings and Groups

Course Number: 498
 Time: 420 Minutes
 Number of Quizzes: 6 Quizzes
 Number of Labs: 3 Labs
 PMI Activity Number: 013287
 PMI Talent Triangle: Leadership/Strategic
 PMI PDUs: 7.00

LearnSmart’s Facilitating Meetings and Groups video training course demonstrates the extensive range of skills and tools needed to organize meetings that are both productive and time efficient. Through this course, viewers learn how to take charge, how to lead, and how to move groups towards their goals. **This course qualifies for 7.00 PDU credits toward Project Management Institute PMP® recertification.**

Introduction	498_001
Characteristics of a Successful Facilitator	498_002
The Facilitative Process	498_003

Internal vs. External Facilitators	498_004
Conventional Groups vs. Participatory Groups	498_005
Facilitation Tools and Techniques	498_006
Facilitating Meetings and Work Groups	498_007
Facilitating Difficult Situations	498_008
Facilitative Options	498_009
Facilitative Leadership	498_010
Creating a Supportive Learning Environment	498_011

■ Making Humor Work at Work

Course Number: 492
 Time: 60 Minutes
 Number of Quizzes: 4 Quizzes
 Number of Labs: 2 Labs
 PMI Activity Number: 013315
 PMI Talent Triangle: Leadership/Strategic
 PMI PDUs: 1.00

Being able to laugh and have fun in the workplace is a benefit to employees, their supervisors, and their companies. In addition to being just plain old fun, laughter is good for business. Studies show that employees who love to laugh are more creative and more productive. They make better decisions. And they get along better with their co-workers. LearnSmart's Making Humor Work at Work video training course shows workers how to problem-solve, defuse resistance to change, disarm anger, and improve and increase memory through the effective use of humor on the job. **This course qualifies for 1.00 PDU credit toward Project Management Institute PMP® recertification.**

Introduction	492_001
Case Study	492_002
Developing Relationships	492_003
Laughter: The Stress Blocker	492_004

■ Mentoring that Matters

Course Number: 489
 Time: 420 Minutes
 Number of Quizzes: 4 Quizzes
 Number of Labs: 9 Labs
 PMI Activity Number: 013140
 PMI Talent Triangle: Leadership/Strategic
 PMI PDUs: 5.00

Mentoring has been shown to help improve performance, enhance confidence, add motivation and perspective, and foster problem-solving skills, giving employees an overall boost in their standing within the company. LearnSmart's Mentoring that Matters course teaches managers, supervisors, and

team leaders how to start a mentoring relationship, the benefits to both mentor and "mentee," problem-solving, and challenges. **This course qualifies for 5.00 PDU credits toward Project Management Institute PMP® recertification.**

Introduction	489_001
Understanding the Difference	489_002
Understanding the Benefits	489_003
Developing a Mentoring Program	489_004
The Psychology of Mentoring	489_005
Communication Skills	489_006
Teaching and Learning	489_007
Motivation	489_008
Mentoring Roles & Responsibilities	489_009
Five Essentials of a Mentoring Relationship	489_010
Developing the Mentee	489_011

■ Negativity in the Workplace

Course Number: 488
 Time: 240 Minutes
 Number of Quizzes: 4 Quizzes
 Number of Labs: 4 Labs
 PMI Activity Number: 013136
 PMI Talent Triangle: Leadership/Strategic
 PMI PDUs: 3.00

In LearnSmart's Negativity in the Workplace video training, you'll learn how negativity serves as an enormous obstacle toward a team's success — and how this feeling manifests itself in your employees' actions and attitudes. As a supervisor, it is up to you to help prevent negativity from spreading. By dealing with it head-on, and not waiting until it becomes a bigger problem, you put yourself in a better position to avoid a potentially devastating outcome. **This course qualifies for 3.00 PDU credits toward Project Management Institute PMP® recertification.**

Introduction	488_001
Psychology of Workplace Negativity	488_002
The Downward Spiral	488_003
The Five Causes of Employee Negativity	488_004
Preventing Negativity	488_005
Handling Negativity	488_006

■ Successful Negotiation

Course Number: 509
Time: 50 Minutes
Number of Quizzes: 4 Quizzes
PMI Activity Number: 509
PMI Talent Triangle: Leadership
PMI PDUs: 1.00

One of the more valuable skills to have in life and in business is the ability to negotiate effectively. After all, a successful negotiator can generate valuable returns and preserve relationships in the process. In Successful Negotiation, you'll get a comprehensive overview of how to be an effective negotiator. You'll learn that negotiation is not all about "defeating" your competitors, but rather that negotiation is about reaching a mutually beneficial solution that keeps everyone happy. This course contains all the essentials you need to become the best negotiator you can be — in both your professional and personal life.

This course qualifies for 1.00 PDU credit toward Project Management Institute PMP® recertification.

Introduction	509_001
Negotiation: What and Why?	509_002
The Negotiating Process	509_003
Strategies and Tactics	509_004

■ The Change Process

Course Number: 532
Time: 150 Minutes
Number of Quizzes: 4 Quizzes
Number of Labs: 3 Labs
PMI Activity Number: 013317
PMI Talent Triangle: Leadership
PMI PDUs: 2.50

In LearnSmart's Change Process video training you will learn about where meaningful organizational change begins, as well as the important role that employees and managerial staff play in the success of the transition process. In this course you'll learn about the various behavioral styles that influence the planning and progression of change: thinking, social, personal and more. You will also learn how to control, manage and integrate healthy change initiatives with minimal conflict through empathy, listening skills and celebrating short-term successes. This course will further provide you with strategies on defining job roles, setting performance standards, gathering feedback and building teamwork. With the information, learning tools and management approaches offered here, you will recognize that change should not be a stumbling block for employee relations, but an invitation to bring out the best in their forward thinking and yours. **This course qualifies for 2.50 PDU**

credits toward Project Management Institute PMP® recertification.

Introduction	532_001
Starting the Change Process	532_002
Managing the Change Process	532_003
Integrating Change in Your Organization	532_004
Summary	532_005

Diversity and Employment Compliance

■ ADA Compliance in Business

Course Number: 513
Time: 75 Minutes
Number of Quizzes: 5 Quizzes
PMI Activity Number: 513
PMI Talent Triangle: Strategic
PMI PDUs: 1.00

The Americans with Disabilities Act of 1990 brought with it a complex set of challenges that face employers who wish to avoid discrimination against the disabled in the workplace. This course provides a clear understanding of management's roles and responsibilities under the ADA, detailing standards set by the law. Students will learn the correct procedures for interviewing and evaluating job candidates to avoid discrimination, as well as the procedures for accommodating and ensuring a safe, discrimination-free environment for employees with disabilities. **This course qualifies for 1.00 PDU credit toward Project Management Institute PMP® recertification.**

Knowing the ADA	513_001
The ADA & Hiring	513_002
Living with the ADA	513_003

■ Successful Hiring

Course Number: 515
Time: 75 Minutes
Number of Quizzes: 5 Quizzes
PMI Activity Number: 515
PMI Talent Triangle: Strategic
PMI PDUs: 1.00

Successful Hiring will show you the guidelines and procedures that will dramatically increase your percentage of successful hires. This course will provide you with an understanding of the key steps you should follow in the hiring process; what factors you should take into account

when hiring someone; how to pre-screen potential hires; what you legally can and cannot do when hiring an employee; how to advertise for the position; and how to conduct a meaningful interview. **This course qualifies for 1.00 PDU credit toward Project Management Institute PMP® recertification.**

The Hiring Process	515_001
Legal Issues	515_002
Describing the Job	515_003

■ Successful Termination

Course Number: 512
Time: 75 Minutes
Number of Quizzes: 4 Quizzes
PMI Activity Number: 512
PMI Talent Triangle: Leadership
PMI PDUs: 1.25

Designed specifically for managers to teach them how to handle those potentially awkward times when it becomes necessary to “pink slip” someone. More importantly, managers are provided with a number of helpful suggestions for meting out employee discipline. When the process is followed, it gives the employee multiple opportunities to stop or correct the improper behavior that would otherwise lead to termination — and that way, everybody wins. If termination is inevitable, managers need to understand the legal concepts and terminology connected with termination to apply actions that will lead to rightful termination. Study all the ins and outs to successfully terminate an employee. **This course qualifies for 1.25 PDU credits toward Project Management Institute PMP® recertification.**

Successful Termination	512_001
When Termination Becomes Necessary	512_002
Knowing the Law	512_003
Applying the Law	512_004

■ Understanding Business Ethics

Course Number: 479
Time: 120 Minutes
Number of Quizzes: 4 Quizzes
PMI Activity Number: 013133
PMI Talent Triangle: Leadership
PMI PDUs: 2.00

In LearnSmart’s Business Ethics video training you’ll learn the important principles of ethics as they relate to your business and professional environment. Understanding and practicing ethical behavior plays a critical role in your professional career. Your ethical reputation is important because it sets the tone for how your actions are perceived by colleagues, customers and clients. Ethical behavior can

make the difference when you or your company are in line for a new contract or business opportunity. Perhaps more importantly, there are often very strict laws and rules of conduct established by the authorities that you’re obligated to follow. When you fail to meet these laws, the consequences can be severe both for you and your employer or company. **This course qualifies for 2.00 PDU credits toward Project Management Institute PMP® recertification.**

Business Ethics Defined	479_001
Social Contracts	479_002
Thinking Errors	479_003
Company Values	479_004

Leadership and Management

■ Advanced Management Skills

Course Number: 178
Time: 300 Minutes
Number of Quizzes: 4 Quizzes
Number of Labs: 7 Labs
PMI Activity Number: 012289
PMI Talent Triangle: Leadership
PMI PDUs: 5.00

In LearnSmart’s Advanced Management Skills video training, you’ll learn how to become a more confident manager. By taking this course, you will learn the qualities of a healthy, effective team and the techniques that will help you manage that team. Beyond that, you’ll learn the advanced management skills of communication, leadership, and motivation — skills that very few people in the business world truly understand. **This course qualifies for 5.00 PDU credits toward Project Management Institute PMP® recertification.**

Introduction	178_001
Management Basics	178_002
Essentials Management Skills	178_003
Advanced Delegations Errors	178_004
Management Paradigms	178_005
Leadership vs. Management	178_006
Team Dynamics	178_007
Advanced Motivational Techniques	178_008
Additional Management Techniques	178_009
Summary	178_010

■ Business Execution Series

Execution Strategies

Course Number: 541
Time: 90 Minutes
Number of Quizzes: 3 Quizzes
PMI Activity Number: 541
PMI Talent Triangle: Leadership
PMI PDUs: 1.50

Business execution is about taking ideas and turning them into reality. But to do that, you need to adopt a culture of execution. Execution Strategies introduces you to the hallmarks of an execution culture, and teaches you how to develop one in your organization. You'll learn about the importance of accountability; how to handle change; how to align the right talent with your goals; and, once you are aligned in executing your strategy, how to stay on track until you get where you want to go. **This course qualifies for 1.50 PDU credits toward Project Management Institute PMP® recertification.**

Introduction	541_001
Adopting an Execution Culture	541_002

Inspiring Workplace Excellence

Course Number: 934
Time: 60 Minutes
Number of Quizzes: 3 Quizzes
PMI Activity Number: 934
PMI Talent Triangle: Leadership
PMI PDUs: 1.00

When you have the foundation for a business execution culture in place, it takes constant vigilance to keep the momentum going, keep employees energized, and make sure your key people are the right ones to maintain the culture and maximize output. Inspiring Workplace Excellence deals with the importance of keeping employees energized by keeping them empowered. When you maintain positive energy, it helps create a work environment that inspires employees. **This course qualifies for 1.00 PDU credit toward Project Management Institute PMP® recertification.**

Introduction	934_001
Business Execution in Action	934_002

Turning Ideas into Actions

Course Number: 935
Time: 90 Minutes
Number of Quizzes: 3 Quizzes
PMI Activity Number: 935
PMI Talent Triangle: Leadership
PMI PDUs: 1.50

There are concrete steps you can take to create a culture that will assist, rather than impede, the execution of ideas and strategies. Turning Ideas into Actions will show you how successful organizations establish a business execution culture. In addition, you will see how to avoid wrong questions, inflated numbers, unrealistic projections, and outrageous “stretch goals” that set departments up for failure. **This course qualifies for 1.50 PDU credits toward Project Management Institute PMP® recertification.**

Creating a Business Execution Culture	935_001
Forming a Winning Team	935_002

■ Front-Line Leadership Series

Leadership Challenges

Course Number: 543
Time: 60 Minutes
Number of Quizzes: 4 Quizzes
PMI Activity Number: 543
PMI Talent Triangle: Leadership
PMI PDUs: 1.00

Leaders in the 21st century must accommodate themselves to today's rapidly evolving marketplace. Leadership Challenges will teach you about the characteristics of 21st century organizations. You will become familiar with current trends as they apply to business, and gain a better understanding of changing employee expectations and motivations in the workplace. This is the first course in a series of six courses on 21st century leadership. **This course qualifies for 1.00 PDU credit toward Project Management Institute PMP® recertification.**

Leadership Challenges	543_001
Globalization	543_002
Employee Perspective	543_003
Company Structure	543_004

Changes in Corporate Culture

Course Number: 544
Time: 60 Minutes
Number of Quizzes: 3 Quizzes
PMI Activity Number: 544
PMI Talent Triangle: Leadership
PMI PDUs: 1.00

A company's organizational structure has a significant impact on how well a company performs and how well its employees work together to achieve common goals.

In this course, you will learn the characteristics of a healthy organizational culture. You will gain insight into understanding workplace behaviors and learn how to direct cultural change. This course will provide you with ideas on how to shape healthy organizations and the insight needed to lead cultural change in your organization. Changes in Corporate Culture is course number two in a series on 21st century leadership. **This course qualifies for 1.00 PDU credit toward Project Management Institute PMP® recertification.**

Characteristics of Corporate Culture 544_001
Changes in Corporate Culture 544_002

Keeping Employees Energized

Course Number: 545
Time: 60 Minutes
Number of Quizzes: 3 Quizzes
PMI Activity Number: 545
PMI Talent Triangle: Leadership
PMI PDUs: 1.00

Employees who are excited about being at work each day tend to be more conscientious, yield higher quality work, have more momentum, and are less likely to allow themselves to become distracted. In this course, you will learn about the right ways to energize employees. You will gain insight on how to effectively communicate with and empathize with employees. You will better understand how to build morale in the workplace and how to stimulate creativity and capitalize on employee energy. This course is part of a six-course series on 21st century leadership. This is course three. **This course qualifies for 1.00 PDU credit toward Project Management Institute PMP® recertification.**

Keeping Employees Energized 545_001
Establishing Motivating Workplaces 545_002

Knowledge Management

Course Number: 546
Time: 60 Minutes
Number of Quizzes: 3 Quizzes
PMI Activity Number: 546
PMI Talent Triangle: Leadership
PMI PDUs: 1.00

Knowledge is the most valuable asset most companies possess. Knowledge fuels innovation and represents a strong competitive advantage. Therefore, how companies manage their knowledge directly affects their productivity and capacity to compete. Knowledge Management looks at three different management styles and provides insight into how knowledge workers in the 21st century play an important role in today's workplace and how companies grow their intellectual capital. This is the fourth course in a six-course series

on 21st century leadership. **This course qualifies for 1.00 PDU credit toward Project Management Institute PMP® recertification.**

Introduction to Knowledge Management 546_001
Knowledge Management 546_002

Elements of Change in Business

Course Number: 547
Time: 60 Minutes
Number of Quizzes: 3 Quizzes
PMI Activity Number: 547
PMI Talent Triangle: Leadership
PMI PDUs: 1.00

Pushing for change can result in a more competitive organization. But change does not guarantee success and involves risk and cost. However, not doing anything can be risky and costly too. Elements of Change in Business addresses the importance of change and why it's essential to speak up when you see something that can be done better or handled differently. This course will allow you to look at your organization with new perspective and contemplate how it can become more competitive and grow in the marketplace. This is the fifth course in a series of courses dedicated to taking a closer look at successful 21st century leadership. **This course qualifies for 1.00 PDU credit toward Project Management Institute PMP® recertification.**

Initiating Change 547_001
Elements of Change 547_002

Leadership Dynamics

Course Number: 548
Time: 60 Minutes
Number of Quizzes: 3 Quizzes
PMI Activity Number: 548
PMI Talent Triangle: Leadership
PMI PDUs: 1.00

Leadership Dynamics will introduce you to some of the common misperceptions about leadership. You will review the fundamental qualities of a great leader and learn how you can develop your own leadership style. You will learn the value of building strong relationships with bosses and co-workers, the power of influence, how to shape corporate culture, and how to build great teams. This is the final course of the Front Line Leadership series. **This course qualifies for 1.00 PDU credit toward Project Management Institute PMP® recertification.**

Tomorrow's Leaders 548_001
Leadership Dynamics 548_002

■ Fundamentals of Business Crisis Management

Course Number: 590
Time: 150 Minutes
Number of Quizzes: 4 Quizzes
Number of Labs: 5 Labs
PMI Activity Number: 590
PMI Talent Triangle: Leadership
PMI PDUs: 2.50

In LearnSmart's Business Crisis Management Video Training, you'll learn the steps to take before, during and after a crisis, which will help determine your company's outlook once the storm has passed. In addition, you'll learn the tools for anticipating business crises, and processes for developing crisis management capabilities — particularly, how to develop a crisis management plan. **This course qualifies for 2.50 PDU credits toward Project Management Institute PMP® recertification.**

Introduction	590_001
Managing a Crisis	590_002
What is Crisis Management?	590_003
Crisis Prevention	590_004
Media Relations	590_005
Understanding Vulnerabilities	590_006
What to Communicate During a Crisis	590_007
Coming to an End.....	590_008

■ Managing Contractors and Temporary Employees

Course Number: 503
Time: 195 Minutes
Number of Quizzes: 5 Quizzes
Number of Labs: 2 Labs
PMI Activity Number: 503
PMI Talent Triangle: Leadership
PMI PDUs: 3.25

In LearnSmart's Managing Contractors and Temporary Employees Video Training, you'll learn how contractors and temps — a common part of today's business landscape — offer managers a variety of unique solutions, but also an assortment of unique challenges and questions. Knowing how to incorporate these dedicated professionals into your strategic plan can go a long way toward maximizing their effectiveness, and that of your department. **This course qualifies for 3.25 PDU credits toward Project Management Institute PMP® recertification.**

Managing Contractors and Temporary Employees	503_001
Hiring Temporary Employees	503_002

Managing Contingent Workers	503_003
Legal Pitfalls	503_004
Working with Temporary Agencies.....	503_005

■ Managing Technical Professionals

Course Number: 504
Time: 165 Minutes
Number of Quizzes: 4 Quizzes
Number of Labs: 1 Lab
PMI Activity Number: 504
PMI Talent Triangle: Leadership
PMI PDUs: 2.75

In LearnSmart's Managing Technical Professionals video training, managers are given a thorough overview of how to effectively lead technical professionals. You will cover material on the high-tech business environment and how to establish and maintain credibility. You will find discussions on how to keep technical professionals motivated. And how, when inspired, these dedicated individuals will help support a company's strategic objectives. But to do this, they need assistance from managers in identifying their career goals. Overall, you'll learn how to assist your organization — and the technical professionals you manage — in reaching and exceeding their goals. **This course qualifies for 2.75 PDU credits toward Project Management Institute PMP® recertification.**

Course Introduction.....	504_001
Attracting, Motivating and Retaining Technical Professionals	504_002
Models for Managing Technical Professionals	504_003
Developing Career Plans for Your Technical Professionals.....	504_004

■ Moving from Technical Professional to Management Series Managing the Development of Technical Professionals

Course Number: 681
Time: 60 Minutes
Number of Quizzes: 4 Quizzes
PMI Activity Number: 681
PMI Talent Triangle: Leadership
PMI PDUs: 1.00

In LearnSmart's Managing the Development of Technical Professionals video training, technical professionals will learn the skills to survive and thrive in the workplace. Students will also gain a better understanding of what it takes to develop organizational skills, such

as time management, performance management, and stress management. **This course qualifies for 1.00 PDU credit toward Project Management Institute PMP® recertification.**

Introduction	681_001
Management Development for Technical Professionals	681_002

Successful Communication and Process Management Skills

Course Number: 682
Time: 60 Minutes
Number of Quizzes: 4 Quizzes
PMI Activity Number: 682
PMI Talent Triangle: Leadership
PMI PDUs: 1.00

In LearnSmart's Successful Communication and Process Management Skills video training, new and future managers will gain a clear understand of just how important clear lines of communication are — with both employees and superiors. In addition, students will see how easy it can be to become overwhelmed, with so much to do in what never seems like enough time. By concentrating on effective time management, these individuals can avoid much of the stress and pressure that comes with a new position. **This course qualifies for 1.00 PDU credit toward Project Management Institute PMP® recertification.**

Communication Skills for Successful Management	682_001
Process Management Skills.....	682_002

Developing Leadership and Transitioning into Management

Course Number: 683
Time: 60 Minutes
Number of Quizzes: 3 Quizzes
PMI Activity Number: 683
PMI Talent Triangle: Leadership
PMI PDUs: 1.00

In LearnSmart's Developing Leadership and Transitioning into Management video training, you will learn that management isn't always so much about leading, as it is about pointing the way. It is your duty to point the way by instructing, giving feedback and sharing your experience. This course looks at leadership roles, styles and behaviors, showing how to build the strengths of your team and overcome personality differences and conflict. **This course qualifies for 1.00 PDU credit toward Project Management Institute PMP® recertification.**

Leadership Development for Technical Professionals	683_001
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Strategies for Transitioning Into Management	683_002
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■ Moving into Management Series

Introduction to Management

Course Number: 511
Time: 60 Minutes
Number of Quizzes: 4 Quizzes
PMI Activity Number: 511
PMI Talent Triangle: Leadership
PMI PDUs: 1.00

You will learn about the different responsibilities you have as a manager — such as project manager, coach, and leader — and the duties you'll have to perform. To be successful, you'll have to establish your authority and make good decisions by following the seven step decision-making process. Discover how to schedule time for personal development, and to analyze tasks you and your team must complete using the important/urgent matrix. Additionally, you'll also consider how your employees learn, and consider how to respond to drivers and resisters to change. Overall, you will be better equipped as a new manager. **This course qualifies for 1.00 PDU credit toward Project Management Institute PMP® recertification.**

Taking on a Management Role.....	511_001
The New Manager.....	511_002

Leading and Communicating as a Manager

Course Number: 1026
Time: 60 Minutes
Number of Quizzes: 3 Quizzes
PMI Activity Number: 1026
PMI Talent Triangle: Leadership
PMI PDUs: 1.00

Aside from adapting to a new role with increased responsibilities, new managers must learn to be leaders and explore how to communicate effectively with employees, fellow managers, and senior executives. To train in these areas, you will learn the five primary leadership roles that managers serve in business. Then, you'll go through discussions about leading teams concentrating on how to lead them, about how to know when your team is being effective, and about the different stages of team development. Next, you'll look at effective delegation. You'll also examine Maslow's hierarchy and consider how that relates to an individual's performance and behavior. Finally, you'll study how communication works and principles for chairing a meeting. **This course qualifies for**

1.00 PDU credit toward Project Management Institute PMP® recertification.

Leadership and Communication 1026_001

Team Communication 1026_002

Making an Impact as a Manager

Course Number: 1027
Time: 60 Minutes
Number of Quizzes: 4 Quizzes
PMI Activity Number: 1027
PMI Talent Triangle: Leadership
PMI PDUs: 1.00

Making an Impact as a Manager is designed to help new managers lead their employees and companies on to bigger and better things. Understand corporate strategy and identify exactly what it does; and find explanations on how to use a SWOT analysis to shape the company's culture. You will discover the importance of doing a STEP analysis to provide a framework for addressing obstacles, as well as go through discussions on the ways to improve operations and the three Es to examine performance. You'll also learn about different methods of conflict resolution, and when to use them. Additionally, you'll walk through the three-step process of a control loop and how to meet the needs of various employees. Finally, you'll gain 10 tips for improving employee commitment, empowerment, and retention to formulate an excellent team through which you can increase efficiency and impact. **This course qualifies for 1.00 PDU credit toward Project Management Institute PMP® recertification.**

The Company's Future 1027_001

Day-to-Day Duties 1027_002

Taking Control as a Manager

Course Number: 1028
Time: 60 Minutes
Number of Quizzes: 3 Quizzes
PMI Activity Number: 1028
PMI Talent Triangle: Leadership
PMI PDUs: 1.00

Taking Control as a Manager is designed to help new managers understand how to relate to fellow managers and other employees and how to deal with the pressures that come with the position. You will look at the seven aspects of management to invest in and different things you can do as a new manager to help win your team over; discuss performance management and using budget as a tool of control; go through the steps you can take to help employees overcome their insecurities and feel more comfortable on the job; and understand the common causes of managerial stress and strategies to overcome them. You will also learn the best practices to maintain

control of your department. **This course qualifies for 1.00 PDU credit toward Project Management Institute PMP® recertification.**

Understanding Responsibilities 1028_001

Overcoming Fears 1028_002

■ Workforce Generation Leadership Series

Workforce Generations

Course Number: 535
Time: 60 Minutes
Number of Quizzes: 3 Quizzes
PMI Activity Number: 535
PMI Talent Triangle: Leadership
PMI PDUs: 1.00

At no other time in U.S. history has the workforce been as generationally diverse as it is currently, comprising four distinct age demographics across numerous ethnic and racial lines — the Silent Generation, Baby Boomers, Generation X, and Generation Next. Workforce Generations will teach you about generational behavior in the workplace and how you can leverage the talents and skills of all four generational workforces to boost the motivation, morale, and job performance of everyone in your organization. Additionally, this course is the first course in the Workforce Generations series dedicated to understanding each generation represented in the workplace. **This course qualifies for 1.00 PDU credit toward Project Management Institute PMP® recertification.**

Introduction 535_001

Workforce Generations 535_002

Leading Silents and Boomers

Course Number: 930
Time: 75 Minutes
Number of Quizzes: 4 Quizzes
PMI Activity Number: 930
PMI Talent Triangle: Leadership
PMI PDUs: 1.25

When you understand the basic distinctions of the workforce generations comprising your employed staff, you can begin reaping the benefits by putting that knowledge to good use. It only takes a little conscientious effort to bridge generational gaps before you start experiencing positive results. Developing Generations will show you the benefits of understanding and appreciating the generational mix between the Silent Generation and the Baby Boomer Generation, as well as the attributes and attitudes that each generation brings into the workplace. This is the second course of the Workforce

Generation series, which contains courses dedicated to understanding each generation's different behaviors, attitudes, and priorities. **This course qualifies for 1.25 PDU credits toward Project Management Institute PMP® recertification.**

Leading the Silent Generation.....	930_001
Leading the Baby Boomers.....	930_002
Intergenerational Dynamics: Silents and Boomers.....	930_003

Multi-Generational Leadership (GenX and Next)

Course Number: 931
Time: 75 Minutes
Number of Quizzes: 4 Quizzes
PMI Activity Number: 931
PMI Talent Triangle: Leadership
PMI PDUs: 1.25

Now that virtually every business has “gone digital,” we are even more reliant upon those who grew up with the technology, and can use it to do more — better and faster than we ever thought imaginable. In this course, you will see how best to work with Generations X and Next, to establish a workplace environment that is conducive to bringing out the best that they have to offer. In many ways, you have access to tomorrow's experts today, and that is an opportunity that should not go to waste. This is course three in the Workforce Generations series. **This course qualifies for 1.25 PDU credits toward Project Management Institute PMP® recertification.**

Leading Generation X.....	931_001
Leading Generation Next.....	931_002
Intergenerational Dynamics: Gen Xers and Nexters.....	931_003

Cross-Generational Teams

Course Number: 932
Time: 60 Minutes
Number of Quizzes: 3 Quizzes
PMI Activity Number: 932
PMI Talent Triangle: Leadership
PMI PDUs: 1.00

Cross-generational teams, or those made up of members of different generations, have a unique set of benefits and challenges. Ultimately, as the manager, it is up to you to help ensure that team members are able to work together effectively. In Cross-Generational Teams, you will learn that the characteristics of cross-generational teams parallel the attributes and attitudes of their individual team members: the Silents, Baby Boomers, Gen Xers, and Gen Nexters. In the Workforce Generations series dedicated to understanding each generation's different behaviors, attitudes, and priorities;

this is the fourth course. **This course qualifies for 1.00 PDU credit toward Project Management Institute PMP® recertification.**

Introduction to Cross-Generational Teams	932_001
Managing Cross-Generational Teams	932_002

Developing Generations

Course Number: 933
Time: 60 Minutes
Number of Quizzes: 3 Quizzes
PMI Activity Number: 933
PMI Talent Triangle: Leadership
PMI PDUs: 1.00

When you understand the basic distinctions of the workforce generations comprising your employed staff, you can begin reaping the benefits by putting that knowledge to good use. It only takes a little conscientious effort to bridge generational gaps before you start experiencing positive results. Developing Generations will show you the benefits of understanding and appreciating the generational mix, as well as the attributes and attitudes that each generation brings into the workplace. In the Workforce Generations series dedicated to understanding each generation's different behaviors, attitudes, and priorities; this is the final course. **This course qualifies for 1.00 PDU credit toward Project Management Institute PMP® recertification.**

Attracting and Retaining Generations.....	933_001
Developing Generations.....	933_002

■ Rewarding Peak Performers

Course Number: 507
Time: 90 Minutes
Number of Quizzes: 3 Quizzes
PMI Activity Number: 0507
PMI Talent Triangle: Leadership
PMI PDUs: 1.50

Successful companies are built upon good ideas, and the people who turn those ideas into products and processes. In order for those companies to remain successful, they must make sure that they retain the people who helped them rise to the top of their industry. Rewarding Peak Performers gives managers the tools they need to not only keep their own talented people, but to reach out and find others who can add to the business's bottom line. **This course qualifies for 1.50 PDU credits toward Project Management Institute PMP® recertification.**

Recognizing Top Performers.....	507_001
Compensation Programs	507_002
Manager of Choice	507_003

■ Problem Performance Management Series

Preventing Performance Problems

Course Number: 505
Time: 60 Minutes
Number of Quizzes: 2 Quizzes
PMI Activity Number: 505
PMI Talent Triangle: Leadership
PMI PDUs: 1.00

The most effective method for managing performance problems is preventing them. As a manager, it's important that you have the knowledge and tools used to prevent performance problems. To start out, you'll concentrate on how to successfully hire people that will contribute to your organization's skill set. Another preventative measure covered is how to establish performance expectations. Communication is a key tool to effectively set performance expectations. You'll also spend time learning about the best ways to give performance feedback. All in all, the topics covered will help you take a closer look at the dynamics of the employee-manager relationship, and gain insight on different ways to avoid performance problems in your staff. Begin your training with the first course of the Problem Performance Management series. **This course qualifies for 1.00 PDU credit toward Project Management Institute PMP® recertification.**

Selecting the Right Employees 505_001

Identifying Performance Problems and Causes

Course Number: 1797
Time: 60 Minutes
Number of Quizzes: 2 Quizzes
PMI Activity Number: 1797
PMI Talent Triangle: Leadership
PMI PDUs: 1.00

Regardless of how effective you are in establishing practices that prevent performance problems, you will at some point run into performance problems. Performance problems will happen. The best response is to immediately take corrective action before the problem escalates. Learn about the different types of performance problems and their causes. Then you will discover the difference between conduct problems and performance problems. Because they are different in nature, the same techniques are not applied to handle conduct problems as those that are used to resolve performance problems. You'll also explore the role that personality plays in performance problems. You'll be able to tackle performance problems head on using the knowledge accumulated here. This is the second course in the Problem Performance Management series. **This course qualifies for 1.00**

PDU credit toward Project Management Institute PMP® recertification.

Physical, Emotional, and Educational Performance Problems 1797_001

Feedback and Counseling

Course Number: 1798
Time: 60 Minutes
Number of Quizzes: 2 Quizzes
PMI Activity Number: 1798
PMI Talent Triangle: Leadership
PMI PDUs: 1.00

The most important tool a supervisor can use in addressing performance problems is feedback and counseling. Counseling can be used to get to the root of why employees are unable to meet performance expectations. Another tool that will assist you is a Performance Improvement Plan. Learn how to use these tools to effectively address performance problems and improve workplace performance. You will also go through presentations that will help you hone your managerial, supervisory, coaching, and teaching techniques. You will also concentrate on how to isolate and address problems that are exclusive to individual tasks, sets of tasks, and individuals. Each of these topics makes up the third course of the Problem Performance Management series. **This course qualifies for 1.00 PDU credit toward Project Management Institute PMP® recertification.**

Improving Worker Performance Through Feedback and Counseling 1798_001

Effectively Disciplining Problem Performance

Course Number: 1799
Time: 60 Minutes
Number of Quizzes: 2 Quizzes
PMI Activity Number: 1799
PMI Talent Triangle: Leadership
PMI PDUs: 1.00

Delve into the final course of the Problem Performance Management series. Disciplining employees is the final phase in addressing performance issues. You will spend studying the elements of an effective disciplinary policy, the role of warnings, and steps taken to formally discipline an employee. You'll also look at the impact of mishandling discipline, particularly the implications it has on the employee-manager relationship. After taking disciplinary action, there are additional options to consider as manager including termination, Discipline Without Punishment, and performance change. **This course qualifies for 1.00 PDU credit toward Project Management Institute PMP® recertification.**

Resolving Issues Through Disciplinary Policy 1799_001