



QUALITY TRAINING, COMPETITIVE PRICES



With years of experience and knowledge Milli Micro Systems provides the ultimate in training to the United States Government, private corporations and non-profit organizations. We have maintained a record of successful training to all personnel who have retained our Services in the I.T. Industry.

training@mmsgov.com
www.mmsgov.com
(818) 666-7891



Project Management Training:

Our Project management training courses teach how to effectively manage all phases of a project. You'll learn the project management framework of initiation, planning, execution, control, and formal closing and discover what it takes to ensure project success. You'll work individually and in teams to write objectives, conduct stakeholder analysis and develop a work breakdown structure and risk management plan for a case study project. These courses expand upon the basic concepts of project management and offers a job-related approach to successful project management across application areas and industries.

Cyber Security and Technical Training:

Our specialty is understanding organizational needs through experienced assessments and development programs that can focus on meeting the unique and individualized needs for that project. We are experts in the field of information technology and welcome the opportunity to help you and your organization. Many organizations today have security policies in place. However, they are still being compromised and are not focused on the most effective practices. This is where we take over to stop major breaches of security and even the most elementary of mistakes with our specialized cyber security training courses.

Workforce Training:

Our Workforce training courses are designed to serve as "real world" practical tips for all employees who want to prepare themselves for management and leadership. These courses will give participants the tools that will help resolve conflict successfully and produce a win-win outcome. Higher level classes will give learners everything they need to know to both meet their own objectives and drive their team's performance. Some workshops focus on problems in the work environment and proven solutions to overcome those obstacles. Understanding how to manage the knowledge within your organization is the key to business success. The theory of knowledge management has emerged to help us harness and enhance both the individual and collective brainpower of our businesses.

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Training Course List

Project Management Training	Days	Description
ITIL v3 Foundations	3	This ITIL Version 3 Foundation certification training program introduces the student to the fundamentals of IT Service Management as described in version 3 of the IT Infrastructure Library. Accredited by CSME, the course helps students prepare for the certification exam along with acquiring valuable insights from instructors who have actually managed IT operations and ITSM programs.
Project Management CAPM	3	Your ability to become a project manager to demonstrate best practices in project management—both on the job and through professional certification—is becoming the standard to compete in today's fast-paced and highly technical workplace. This course expands upon the basic concepts of project management and offers a job-related approach to successful project management across application areas and industries.
Project Management Fundamentals	1	This course will teach you how to effectively manage all phases of a project. You'll learn the project management framework of initiation, planning, execution, control, and formal closing, and discover what it takes to ensure project success. In this skills-building course, you'll focus on practical tools and techniques as you spend 75% of the course working on a project—from initiation to close. You'll work individually and in teams to write objectives, conduct stakeholder analysis, and develop a work breakdown structure and risk management plan for a case study project. Practice using estimating techniques, dependency analysis, and network diagramming. Leave class with the knowledge and tools to immediately get your projects done on time, within budget, and to specification.
Project Management Principles	2	This comprehensive foundation course focuses on the project management principles and best practices aligned with A Guide to the Project Management Body of Knowledge (PMBOK® Guide) and many of the GAO Guides, helping you obtain knowledge, tools, techniques, and best practices to successfully manage a project from initiation to final closeout. You will learn techniques designed to help concepts and forms the basis for future, more advanced studies.
Project Management Professional (PMP) boot camp	5	In this course, students will apply the generally recognized practices of project management acknowledged by the Project Management

		Institute (PMI®) to successfully manage projects. This course closely follows PMBOK v5.
Project Management with Microsoft Project	2	The course should include essential techniques to plan, control and maximize project efficiency
Project Management: Cost Estimating	1	In this Hands-On course, attendees will learn how to plan, allocate and manage costs, resources and performance throughout the life of any project. The course covers techniques especially applicable to small and mid-sized projects.
Project Management: Earned Value Management (EVM)	3	Earned Value Management (EVM) is a project planning and control approach which provides cost and schedule performance measurements. It compares actual accomplishment of scheduled work and associated cost against an integrated schedule and budget plan. Its benefits include visibility into the true progress of the project work against the budget, projections of anticipated project schedule and cost trends and the ability to take timely corrective actions for undesired variances. EVM is considered to be one of the most powerful and productive concepts utilized in managing today's complex projects in private, commercial or government environments.
Project Management: Risk Management	2	In this Hands-On course, attendees will learn how to plan, allocate and manage costs, resources and performance throughout the life of any project. The course covers techniques especially applicable to small and mid-sized projects.
Project Management: Scheduling	1	In this Hands-On course attendees will learn how to plan, schedule and manage costs, resources and performance throughout the life of any project. The course covers techniques especially applicable to small and mid-sized projects. Scheduling is a critical aspect of project management since you have to manage and schedule your time wisely in order to get the best results. Let Milli Micro Systems assess your company's operating environment so that we can best analyze your needs and help you build a training package that can truly make a huge difference. That is the great advantage of how Milli Micro Systems does business.
Project Planning and Cost Management	2	In this Hands-On course, attendees will learn to plan, allocate and manage costs, resource and performance throughout the life of any project. The course covers techniques especially applicable to small and mid-sized projects. Attendees will gather the critical tools to affectively plan their projects while affectively controlling cost throughout the life of the project. Students will learn quickly that Project Planning and Cost Management go hand in hand since the impetus for lifecycle planning is cost containment. Our instructors also go out of their way to make sure you have the training you want at a time that fits your business cycle. Custom training is a careful and deliberate process of assessment of key issues relating to your

		organization. That is why our Project Planning and Cost Management course will show your employees how apply their new knowledge directly toward your organization.
Project Team Staffing and maximizing Performance	2	In this course attendees will learn the important project team concepts and communication throughout the project life cycle. This course teaches concepts like team organization and leadership to develop heightened awareness of essential aspects of teamwork and individual excellence. This course also emphasizes the importance leadership ethics and clarity to ensure clear and reasonable objectives for your projects. This course will enable your leaders to have greater influence and trust with team partners. This course also examines the best strategies for team performance for your company through customized solutions.

Cyber Security and Technical Training	Days	Description
Certified Ethical Hacker (CEH)	5	This class will immerse the student into an interactive environment where they will be shown how to scan, test, hack and secure their own systems. Students then learn how intruders escalate privileges and what steps can be taken to secure a system.
Cisco CCNA Integrated bootcamp (ICND 1 + 2)	5	This course combines ICND 1 and 2 into a compressed class.
Cisco CCNA Part 1 ICND1 (CCENT)	5	ICND1 v2.0 includes major updates and aligns to an updated blueprint. Several topics have been moved from ICND2 into ICND1, while some topics, such as RIP and wireless, have been removed from this course. Course content has been adapted to Cisco IOS Software Release 15 and technically updated. All configuration commands are introduced through examples and supported with lab exercises. All labs are developed with new pod topology and newer networking gear.
Cisco CCNA Part 2 ICND2	5	The Interconnecting Cisco Networking Devices, Part 2 (ICND2) v2.0 course provides entry-level network administrators, network support, and help desk technicians with the knowledge and skills needed to install, configure, operate, and troubleshoot a small enterprise network. ICND2 v2.0 is augmented by a virtual classroom presentation, which has additional slides and interactions for instructor use. In addition to the classic hardware-based lab, Cisco will offer a new set of Cisco Learning Lab Classroom Labs. ICND2 v2.0 focuses on understanding redundant topologies, troubleshooting common network issues, configuring EIGRP and multi-area OSPF in both IPv4 and IPv6, understanding Wide Area Network technologies, and becoming familiar with device

		management and Cisco licensing. The learner will encounter more troubleshooting and more lab time than with the previous version of ICND
Cisco CCNA Security IINS	5	Cisco Certified Network Associate Security (CCNA Security) validates associate-level knowledge and skills required to secure Cisco networks. With a CCNA Security certification, a network professional demonstrates the skills required to develop a security infrastructure, recognize threats and vulnerabilities to networks, and mitigate security threats. The CCNA Security curriculum emphasizes core security technologies, the installation, troubleshooting and monitoring of network devices to maintain integrity, confidentiality and availability of data and devices, and competency in the technologies that Cisco uses in its security structure.
Cisco CCNA Voice 640-461 ICOMM	5	The Introducing Cisco Voice and Unified Communications Administration (ICOMM) exam is associated with the Cisco CCNA Voice certification. This exam tests a candidate's knowledge of the architecture, components, functionalities, and features of Cisco Unified Communications solutions. The exam also tests the knowledge needed to perform tasks such as system monitoring, moves, additions, and changes on Cisco Unified Communications Manager, Cisco Unified Communications Manager Express, Cisco Unity Connection, and Cisco Unified Presence. Candidates can prepare for this exam by taking the Introducing Cisco Voice and Unified Communications Administration (ICOMM) v8.0 course.
Cisco CCNP Part 1 ROUTE	5	Implementing Cisco IP Routing (ROUTE) v1.0 is an instructor-led training course presented by Cisco training partners to their end customers. This course is designed to help students prepare for Cisco CCNP® certification. The ROUTE course is a component of the CCNP curriculum.
Cisco CCNP Part 2 SWITCH	5	Implementing Cisco IP Switched Networks (SWITCH) v1.0 is an instructor-led training course presented by Cisco training partners. This course is designed to help students prepare for Cisco CCNP(R) certification. The SWITCH course is one of three components in the CCNP curriculum.
Cisco CCNP Part 3 TSHOOT	5	Troubleshooting and Maintaining Cisco IP Networks (TSHOOT) v1.0 is an instructor-led training course presented by Cisco training partners. This course is designed to help students prepare for Cisco CCNP certification. The TSHOOT course is one of three components in the CCNP curriculum.
CISSP Boot camp (Part 1 and 2)	5	This course is an accelerated course combining CISSP Part 1 and 2.

CISSP Part 1	5	In this course, students will analyze a wide range of information systems security subjects that are organized into 10 domains for CISSP exam certification.
CISSP Part 2	5	In this course, students will analyze a wide range of information systems security subjects that are organized into 10 domains for CISSP exam certification. This course picks up where part 1 left off.
CompTIA A+ Boot camp (Part 1 and 2)	5	This course combines both courses into a compressed boot camp for the more advanced users with limited time.
CompTIA A+ Part 1	5	This course will build on your existing user-level knowledge and experience with personal computer software and hardware to present fundamental skills and concepts that you will use on the job.
CompTIA A+ Part 2	5	This course will build on your existing user-level knowledge and experience with personal computer software and hardware to present fundamental skills and concepts that you will use on the job.
CompTIA CASP	5	In this course, students will examine advanced security concepts, principles, and implementations that pertain to enterprise level security.
CompTIA Cloud Essentials	3	The CompTIA Cloud Essentials specialty certification demonstrates that an individual knows what cloud computing means from a business and technical perspective, as well as what is involved in moving to and governing the cloud.
CompTIA Cloud+	5	The CompTIA Cloud+ certification validates the knowledge and best practices required of IT practitioners working in cloud computing environments, who must understand and deliver cloud infrastructure. Recommended experience includes at least 24-36 months of work experience in IT networking, storage, or data center administration, and familiarity with any major hypervisor technologies for server virtualization.
CompTIA Linux+ Part 1	5	Students will acquire the skills needed to install and support one or more distributions of the Linux operating system and learn information and skills that will be helpful as you prepare for CompTIA® Linux+™ Powered by LPI exams.
CompTIA Linux+ Part 2	5	Students will acquire the skills needed to install and support one or more distributions of the Linux operating system and learn information and skills that will be helpful as you prepare for CompTIA® Linux+™ Powered by LPI exams. This course picks up where Part 1 left off.
CompTIA Network+	5	The student will describe the major networking technologies, systems, skills, and tools in use in modern networks. Taking this course will help the student prepare for the N10-005 exam and certification.

CompTIA Project+	5	Project+ validates the ability to initiate, manage and support a project or business initiative. And it's not just for IT technicians; Project+ is designed for any individual who wants to validate project management experience
CompTIA Security+	5	The CompTIA® Security+® course is designed to help you prepare for the SY0-401 exam. Students will implement and monitor security on networks, applications, and operating systems, and respond to security breaches.
CompTIA Server+	5	In this course, students install, configure, upgrade, maintain, and troubleshoot servers, and learn information and skills that will be helpful on the job, and prepare for the CompTIA Server+ certification examination.
CompTIA Storage+	5	Students will gain knowledge of storage concepts, components, and the ability to work on a storage networking environment. This course prepares students for the CompTIA Storage+ certification.
Microsoft MCSA Windows 7 Part 1 (70-680)	3	This instructor-led course is intended for IT professionals who are interested in expanding their knowledge base and technical skills about Windows 7 Client. In this course, students learn how to install, upgrade, and migrate to Windows 7 client. Students then configure Windows 7 client for network connectivity, security, maintenance, and mobile computing. This course helps students prepare for the Exam 70-680, TS: Windows 7, Configuring
Microsoft MCSA Windows 7 Part 2 (70-685)	3	This course is designed for Information Technology (IT) professionals who have experience with Windows XP and Windows Vista who work as Windows 7 Enterprise Desktop Support Technicians (EDSTs) in Tier 2 support environments. The goal of this training is to enable these individuals to support the Windows 7 operating system and solve technical troubleshooting problems in a Windows 7 and Windows Server 2008 R2 networking environment.
Microsoft MCSA Windows 8 Part 1 (70-687)	5	Get expert instruction and hands-on practice administering and configuring Windows 8.1 in this Microsoft Official Course. This course is designed for experienced IT professionals who have knowledge and experience administering Windows PCs and devices in a domain environment with managed access to the Internet. You will learn the skills you need to administer Windows 8.1 in a Windows Server domain environment and also provide secure, managed access to users from their non-domain joined Windows devices. You will learn how to install and customize Windows 8.1 operating systems and apps, integrate and control access to domains and cloud services, and migrate and synchronize settings across multiple devices. In addition, you will learn how to implement

		mobile security and customize configurations using Windows management tools including Group Policy and Windows PowerShell cmdlets. You will also learn how to configure user settings and profiles, local and remote network connectivity, Client Hyper-V, virtual apps, and Internet Explorer 11. Finally, you will learn how to optimize security and provide controlled access from Windows 8.1 PCs and devices to specified resources through Workplace Join services and Work Folders. This course is also designed to prepare certification candidates for Exam 70-687, Configuring Windows 8.1. As part of the learning experience, you will perform hands-on exercises in a virtual lab environment. NOTE: This course is based on Windows 8.1 Enterprise Edition with domain services provided by Windows Server 2012 R2.
Microsoft MCSA Windows 8 Part 2 (70-688)	5	<p>Gain the knowledge and skills you need to support the Windows 8.1 operating system and solve technical troubleshooting problems in a Windows 8.1 and Windows Server 2012 R2 networking environment. This course is designed for IT professionals who have experience with Windows devices and who work as Windows Enterprise Desktop Support Technicians (EDSTs) in Tier 2 support environments. Through this instructor lead, Microsoft Official Course, with extensive hands-on labs you will learn how key components of the Windows Operating system work in order to aid in troubleshooting system problems. How to identify and resolve issues with networking, Windows Store apps, security, group policy, Internet Explorer, remote access, and support of mobile devices.</p> <p>This course uses new versions of Desktop Optimization Package (MDOP), Application Compatibility Toolkit (ACT), Windows Performance Toolkit (WPT), Microsoft Message Analyzer, and is the first course that uses the popular Sysinternals tools, and other tools. This course also helps candidates prepare for Exam 70-688, MCSA: Supporting Windows 8.1</p>
Microsoft Office Access 2010 Advanced	2	<p>This advanced level of Microsoft Office Access 2010 is intended to help those who are familiar with Access to do more with their database by exploring form controls and data management. Highlights of the course include using SQL queries, macros, and Visual Basic code. We'll also discuss using PivotTables and PivotCharts.</p>
Microsoft Office Access 2010 Foundation	2	<p>This version of Access incorporates a few new features and connectivity options in order to make databases more accessible to the everyday user. This Foundation level is designed to help all novice computer users get up to speed quickly. This manual will</p>

		<p>also help more experienced users who have little to no experience with Access 2007 and the ribbon interface.</p> <p>Highlights of the course include a complete overview of the ribbon interface; information on getting started with databases (including a handy planning checklist); creating and using forms, queries, and reports; and information on printing and viewing data in different ways.</p>
Microsoft Office Access 2010 Intermediate	2	<p>This Intermediate level is intended to help those who are familiar with the basics of Access do more with their database. This manual will also help more experienced users who have little to no experience with Access 2007 and the ribbon interface.</p> <p>Highlights of the course include information on file management, including exporting and packaging files, advanced table creation, and management techniques. As well, we will provide in-depth information about creating forms, reports, and queries.</p>
Microsoft Office Access 2013 Advanced Essentials	2	<p>This course builds upon basic Microsoft Access skills to help students become power users. In this advanced Microsoft Access 2013 course, students will delve deeper into the program by studying a dozen different topics. Modules in this course cover how to manage data and data entry; create forms, macros, and dialog boxes; create and use SQL queries; split databases; and much more.</p>
Microsoft Office Access 2013 Core Essentials	2	<p>This one-level workshop covers the skills that students will need to make the most of Microsoft Access 2013. The course begins with the basics and progresses through several modules which cover databases, tables and records, forms, reports, queries, and much more.</p>
Microsoft Office Access 2013 Expert	2	<p>The aim of this Microsoft Access 2013 Expert course is to give students a grasp of the tools they need to exploit the high-level user skills of this software. Over the course of a dozen modules learners are introduced to many vital skills they can make use of including: SQL, the SELECT Statement, SQL Joins, subqueries, advanced form tasks, split forms, digital signatures, the Trust Center, COM add-ins, and techniques for customizing Access.</p>
Microsoft Office Excel 2010 Advanced	2	<p>This Advanced level is intended to help everyday users of Excel present their data in more effective ways using PivotTables and PivotCharts. Users will also learn about advanced analysis tools like the Scenario Manager, goal seek, Solver, PowerPivot, advanced functions, macros, and Visual Basic.</p> <p>Highlights of the course include a solid introduction to creating PivotTables with PowerPivot, coverage of advanced financial functions, hands-on practice with VLOOKUP, extensive coverage</p>

		of PivotTables and PivotCharts, and an introduction to macros and Visual Basic.
Microsoft Office Excel 2010 Foundation	2	This Foundation level is intended to help all novice computers get up to speed quickly. Understanding and experience with printing and using a Web browser is an asset, but not required. No previous experience with other versions of Excel is necessary. This manual will also help more experienced users who have little to no experience with Excel 2007 and the ribbon interface.
Microsoft Office Excel 2010 Intermediate	2	This Intermediate level is intended to help everyday users of Excel become more proficient by expanding their knowledge of functions, formulas, and new Excel features. This manual will also help more experienced users who have little to no experience with Excel 2007 and the ribbon interface.
Microsoft Office Excel 2013 Advanced Essentials	2	Microsoft Excel 2013 has lots of time-saving tools. Do you know how to make the most of them? The modules in the course will show you how! This advanced course covers a wide range of topics, including advanced formula tasks, working with named ranges, using advanced functions, resolving formula errors, managing data, outlining and grouping data, working with scenarios, using Solver, the Analysis ToolPak, PivotTable features, using PowerPivot, and developing macros.
Microsoft Office Excel 2013 Core Essentials	2	This one-level course covers all the essentials of Microsoft Excel 2013. Topics covered include the new Flash Fill feature, using formulas and functions, inserting PivotTables and PivotCharts, and customizing the interface. Material is also included on how to format text, data, and workbooks; insert art and objects; and chart data.
Microsoft Office Excel 2013 Expert	2	This Microsoft Excel 2013 Expert course takes students on a journey that highlights the upper-level skills which will allow them to get the most bang for their buck from this powerful software. Over the course of 12 modules, students will get a look at conditional formatting, slicers, Power View, the Inquire Add-In, tables, records and fields, using Excel as a database, custom AutoFill lists, comments, tracking changes, and linking, consolidating, and combining data.
Microsoft Office OneNote 2010 Advanced	3	Highlights of the course include how to attach files to notes, create and use audio/video files, and how to use OneNote with Microsoft Outlook. It also covers handwritten text, custom drawing and input methods, and how to share and collaborate with others in OneNote. The basics of the OneNote Web App are also described. Finally, this course will discuss how to work with hyperlinks and linked files, perform basic math, create custom equations, and use a variety of OneNote customization options.

Microsoft Office OneNote 2010 Foundation	3	Highlights of the course include understanding the basics of notebooks and their contents, how to use and customize the interface, and a brief overview of all the commands in the ribbon. This course also covers how to create, format, and sort notes; manage sections, section groups, and notebooks; and how to view, search, and print.
Microsoft Office OneNote 2010 Intermediate	2	Highlights of the course include how to save and manage OneNote files and add shapes, tables, and images to notes. It also covers page templates, changing a page's setup, and how to use, customize, and search for tags. Finally, this course will discuss how to use and customize research tools as well as create outlines in OneNote.
Microsoft Office OneNote 2013 Advanced Essentials	2	Microsoft OneNote 2013 is a powerful tool that provides a wide range of features for all users. Getting the most out of those features is the focus of this Advanced Essentials training workshop. Over the course of 12 modules, students are introduced to, and instructed in, the skills that will benefit them greatly in the office. Topics covered in this workshop include handwriting text, drawing shapes, advanced picture tasks, customizing pages, using page templates, working with sections and section groups, syncing a notebook, managing notebook properties, managing OneNote files, and backing up OneNote files.
Microsoft Office OneNote 2013 Core Essentials	2	This one-level Microsoft OneNote 2013 course provides all the information you need to effectively make use of OneNote. The course starts with the basics, including creating a notebook. Next, students will learn how to format text and how to use the Send To OneNote Tool. The course also covers editing tools, tags, Quick Notes, and Docked Notes. Sharing, saving, and printing notebooks are also discussed. The course wraps up with a look at how to customize the interface.
Microsoft Office OneNote 2013 Expert	2	This course is aimed at users of Microsoft OneNote 2013. The material described here intends to give those users another level of expertise in their daily interactions with this software and allow them to get the most out of it. Over the course of 12 modules, students will learn many expert-level techniques to help them unleash the power within OneNote 2013.
Microsoft Office Outlook 2010 Advanced	3	Course highlights include a discussion about advanced e-mail and information management features, linking items, using the journal, custom forms, publishing and sharing calendars, the new Social Network Connector, data management, Outlook security, and the Outlook Address Book.
Microsoft Office Outlook 2010 Foundation	3	This version of Outlook incorporates some new features and connectivity options in efforts to make managing your e-mail and

		<p>personal information easier than ever. This Foundation level is intended to help all novice computers get up to speed quickly. This manual will also help more experienced users who have little to no experience with Outlook and the ribbon interface.</p> <p>Highlights of the course include quick-start information on configuring an e-mail account, receiving e-mail, managing e-mail messages, and getting help; a complete overview of the ribbon interface; and an introduction to the calendar, contacts, tasks, notes, and journal folders.</p>
Microsoft Office Outlook 2010 Intermediate	2	<p>Course highlights include an introduction to features available when using Microsoft Exchange Server with Outlook, complete coverage of text messaging in Outlook, an introduction to Quick Steps, and a discussion on RSS feeds</p>
Microsoft Office Outlook 2013 Advanced Essentials	2	<p>Microsoft Outlook 2013 is a communication and organization tool that has a wealth of features. This course takes an in-depth look at those features through 12 modules, with topics like using the Favorites list, working with search folders, creating rules, using categories, managing junk mail, sharing your calendar, scheduling meetings with Microsoft Exchange Server, Exchange Server mailbox features, using signatures, organizing data, managing personal folders, and using Outlook profiles.</p>
Microsoft Office Outlook 2013 Core Essentials	2	<p>This one-level course gives students the skills they need to get the most from Microsoft Outlook 2013. Over the course of a dozen easy-to-understand modules, students learn skills that progress from basic right through to advanced.</p>
Microsoft Office Outlook 2013 Expert	2	<p>The aim of this course on Microsoft Outlook 2013 is to give your students an enhanced toolset by broadening their expert-level skill base. Over the course of 12 modules, you will lead your students through a look at topics such as: using the address book, calendar options, message options, task options, contact management options, macros, using the Trust Center, and Business Contact Manager.</p>
Microsoft Office PowerPoint 2010 Advanced	2	<p>This advanced level is intended to help those who are familiar with PowerPoint do more with their presentations by exploring customized templates, handouts, and notes.</p> <p>Highlights of the course include adding audio, video, and other enhancements to presentations. We'll discuss creating different types of masters as well as cover the reviewing process.</p>
Microsoft Office PowerPoint 2010 Foundation	3	<p>Highlights of the course include information on using the new sections feature, a complete overview of the PowerPoint tabs, information on how to use PowerPoint templates to get started quickly, and details on various slide show tools.</p>

Microsoft Office PowerPoint 2010 Intermediate	3	Highlights of the course include information on file management tools; research features; themes and backgrounds; transitions; animations; all types of graphics (including shapes, tables, charts, SmartArt, pictures, Clip Art, photo albums, and screenshots); and an overview of some exciting new photo editing tools.
Microsoft Office PowerPoint 2013 Core Essentials	2	This one-level PowerPoint 2013 training course covers how to create, customize, and present an interactive slide show. Highlights of the course include using templates and variants; adding images, video, and audio to a slide show; organizing slides into sections; presenting a slide show online; and customizing the PowerPoint interface.
Microsoft Office PowerPoint 2013 Expert	2	This PowerPoint 2013 course explores expert level features that all users will benefit from. Over the course of 12 modules students will learn how to learn more with shapes, how to embed and link to objects, all about action buttons, how to insert, edit and play videos, how to protect your presentation, checking for compatibility, setting up a show, creating macros, and managing add-ins.
Microsoft Office Project 2010 Advanced	3	<p>This Advanced level is intended to help everyday computer users and managers understand advanced concepts in Microsoft Project 2010. This manual will also help more experienced users who have little experience with macro reports, WBS code, and shapes in Project 2010.</p> <p>Highlights of the course include an overview of importing and exporting Project files, creating visual reports with Microsoft Excel and Microsoft Visio, creating graphical indicators, working with shapes, formatting the Gantt chart, working with multiple projects, information on the versions of Microsoft Project, and tutorials on creating macros in Project.</p>
Microsoft Office Project 2010 Foundation	3	<p>This foundation-level course provides a good overview of the basics of using Project, as well as information on planning a project. Whether you're using Project for the first time, or have been using it for years, this course will help you make the most of Project 2010's new features.</p> <p>Highlights of the course include information on Project's new scheduling options, new formatting tools, the Timescale view, and improved data management tools (such as sorting, grouping, outlining, and highlighting), plus a complete overview of Project's new ribbon-based interface.</p>
Microsoft Office Project 2010 Intermediate	2	This intermediate-level course will clarify the way Project manages resources, people, tasks and time, and will help lead your project towards successful completion. This course is designed to

		<p>elevate the skills of the novice project planner using Microsoft's popular management software.</p> <p>Highlights of the course include working with different types of project files, working with tasks, creating and managing resources, and an introduction to the new Timeline and Team Planner views.</p>
Microsoft Office Project 2013 Advanced Essentials	2	<p>This advanced-level course offers an in-depth look at the features of Microsoft's Project 2013. This 12-module course helps students get a grasp on this very handy project management tool and the best ways to exploit its features to encourage and enhance productivity.</p>
Microsoft Office Project 2013 Core Essentials	2	<p>This one-level training course presents the skills that students need to get the most out of Microsoft Project 2013. The course covers topics such as setting up a project, scheduling work, managing resources, creating a timeline, managing tasks, working with deadlines and constraints, working with data, creating reports, adding the finishing touches, printing, and sharing.</p>
Microsoft Office Project 2013 Expert	2	<p>The general aim of this Microsoft Project 2013 Expert course is to take the skill level of users and enhance it so they can make the most of this very vital project management software. Over the span of 12 modules they will learn about file management tools, task management and operations, views, shapes, graphical indicators, formatting Gantt charts, variances, the Work Breakdown Structure code, and saving cube data.</p>
Microsoft Office Publisher 2010 Advanced	2	<p>This course is designed to help experienced Publisher users become more efficient and create complete, elegant publications. It also teaches users how to complete mail merges, ways to check their designs for errors, and the right questions to ask when dealing with a commercial printer.</p> <p>Highlights of the course include learning how to use master pages and styles to ensure consistency, learning how to use Building Blocks to quickly and easily create new publications, and learning how to create mail and e-mail merges. This course also features information on managing graphics and design elements, where to find and set information regarding commercial printing, and how to customize Publisher</p>
Microsoft Office Publisher 2010 Foundation	4	<p>Whether you're using Publisher for the first time, or have been using it for years, this foundation-level course will help you make the most of Publisher 2010's exciting features. Highlights of the course include a complete review of the new ribbon-based interface, plus a complete walkthrough of creating your own ribbon tabs, creating a basic publication, saving a publication as a PDF, using Publisher's Building Blocks, accessing Publisher's</p>

		massive storehouse of templates, and setting up your business information.
Microsoft Office Publisher 2010 Intermediate	2	<p>This course is designed to help everyday users become familiar and comfortable with Publisher and to help more experienced users make the most out of the new features and ribbon interface.</p> <p>Highlights of the course include management of your publications, different ways to share your publication with others, formatting and language options, and various shape and illustration tasks. In the final section, we'll discuss different types of pictures and how to effectively use them in your publications.</p>
Microsoft Office Publisher 2013 Advanced Essentials	2	<p>It can be a lot of work to create a high-quality document that can be made available in various formats for various purposes. That's where Microsoft Publisher 2013 comes in. It provides the tools to make that job much simpler and smoother. This 12-module course delves into several areas of this program that can lighten your workload. Covered in this course are: Working with Multiple Objects, Inserting Text and Links, Linking Text Boxes, Working with Styles, Using Typography Tools, Working with Images, Using the Graphics Manager, Using the Mail Merge Wizard, Advanced Mail Merge Tasks, Creating a Catalog, and Working with Templates.</p>
Microsoft Office Publisher 2013 Core Essentials	2	<p>This training package gives students the skills they need to effectively use Microsoft Publisher 2013. The students start with the basics and rapidly progress through the various features that make this program such a useful tool for desktop publishing.</p>
Microsoft Office Visio 2010 Advanced	2	<p>Microsoft Office Visio 2010, Microsoft's diagramming application. This new version of Visio now uses the ribbon interface. Other new features include Auto Align and Space, improved AutoConnect, many improved diagram types, and other tools that will make creating diagrams easier. This Advanced level is intended to help everyday users become familiar with the ability to customize Visio drawings using advanced features such as legends and master shapes.</p> <p>Highlights of the course include information on adding various types of drawings, charts, and objects to a diagram; customizing shapes and stencils; using Visio's reviewing tools; adding data to various graphics in a diagram; and creating and customizing PivotDiagrams.</p>
Microsoft Office Visio 2010 Foundation	3	<p>Whether you're using Visio for the first time, or have been using it for years, this introductory course will help you make the most of Visio's exciting features.</p> <p>Highlights of the course include a complete review of the new ribbon-based interface, plus a complete walkthrough of creating</p>

		your own ribbon tabs. We will also explore how to set up a new diagram, creating a basic diagram, using the new Auto Connect feature, and accessing Visio's many templates and sample diagrams.
Microsoft Office Visio 2010 Intermediate	2	<p>This Intermediate-level manual is designed to help users get comfortable using Visio's more advanced features and creating various types of diagrams.</p> <p>Highlights of the course include a discussion on file management tools; information on the new containers feature; techniques for adding pictures and Clip Art; a complete walkthrough on creating process diagrams, cross-functional flowcharts, and organization charts; and information on creating and managing stencils. Information on several new Visio Premium-only features (including subprocess creation and diagram validation) is also included.</p>
Microsoft Office Visio 2013 Advanced Essentials	2	<p>This course aims to take those users who are familiar with the basic concepts of Microsoft Visio 2013 and boost their skills to the advanced level through the study of these 12 modules.</p> <p>Students will cover a wide range of features that are a part of Visio 2013 to help them get the most out of it. This training package covers: Doing More with Shapes, Working with Containers, Adding Callouts, Using Layers, Linking Data to Shapes, Using Data Graphics, Creating Process Diagrams, Creating Cross-Functional Flowcharts, Creating Organization Charts, Doing More with Organization Charts, Creating Workflow Diagrams, and Creating Gantt Charts.</p>
Microsoft Office Visio 2013 Core Essentials	2	This one-level workshop shows students how to get the most out of Microsoft Visio 2013. The course includes 12 modules which cover shapes, text, objects, pages, and much more.
Microsoft Office Visio 2013 Expert	2	<p>The aim of this Microsoft Visio 2013 Expert course is to shine a light on the some power user skills that may be overlooked by some users, thus helping them get the most out of this software. These skills are provided over the course of a dozen modules that look at custom stencils and master shapes, shape reports, comments, markup tools, ink tools, legends, templates, and PivotDiagrams.</p>
Microsoft Office Word 2010 Advanced	2	<p>Our Advanced course will teach participants how to insert and customize all sorts of exciting Word objects, including pictures, Clip Art, screenshots, shapes, text boxes, watermarks, Building Blocks, Quick Parts, SmartArt, tables, charts, and equations.</p> <p>Highlights of the course include a discussion of the new Background Removal tool, an overview of new artistic effects for pictures, information on the new cropping tools, steps to create a</p>

		custom watermark, and complete coverage of the contextual tabs for each object.
Microsoft Office Word 2010 Expert	2	<p>This Expert level is intended to help users become comfortable with using advanced tools such as macros and forms. This manual will also help more experienced users solidify their understanding of styles, reference tools, forms, and SharePoint functionality. Highlights of the course include complete coverage of styles; information on commenting, tracking changes, and combining and comparing documents; a discussion on various types of documentation tools (including references, citations, bibliographies, tables of contents, indexes, tables of figures, and tables of authorities); a walkthrough on creating a form in Word; and information on creating and using macros. SharePoint server and blogging tools will also be discussed.</p>
Microsoft Office Word 2010 Foundation	3	<p>This Foundation level is intended to help all novice computer users get up to speed quickly. This manual will also help more experienced users who have little to no experience with Word and the ribbon interface. Highlights of the course include a complete overview of the interface; quick-start information on creating a basic document; basic editing techniques; and information on formatting, printing, and viewing tools.</p>
Microsoft Office Word 2010 Intermediate	3	<p>This Intermediate level is intended to help everyday computer users become more proficient with Word. Highlights of the course include working with templates, headers, and footers; using the new Navigation Pane; and using the Mail Merge Wizard. By the end of this manual, users should be comfortable with making more complex documents.</p>
Microsoft Office Word 2013 Advanced Essentials	2	<p>The full power of Microsoft Word 2013 is revealed in this Advanced Essentials course. Topics covered include using templates; commenting and reviewing documents; configuring reviewer settings; working with multiple documents; performing a mail merge; creating an index, outline, table of contents, and references; and using macros.</p>
Microsoft Office Word 2013 Core Essentials	2	<p>This one-level Word 2013 training course covers all the most important elements of using Microsoft's word processing application. Highlights of the course include information on signing into a Microsoft account in Office, adding online images and video to a document, customizing a document with themes and formatting sets, and customizing the Word interface.</p>
Microsoft Office Word 2013 Expert	2	<p>There are plenty of features that the upper-level users of Microsoft Word 2013 can make use of thanks to this course. These 12 modules take users on a trip through the ins and outs of many</p>

		special tools available to Word 2013 users. Covered in this course are: Creating a Bibliography, Creating References to Other Documents, Creating XML Forms, Blogging with Word, Configuring Reviewer Settings, Working with Sections, Using Building Blocks and Quick Parts, Changing Your Styles, Doing More with Styles, Working with SmartArt, Working with Equations and Advanced Macro Tasks.
Microsoft SharePoint Designer 2010 Advanced	2	Highlights of this advanced course include information on using data views and item forms, configuring data view paging options, adding specialized data controls to a view, creating SharePoint forms in InfoPath, using forms with workflows, creating workflow diagrams with Visio, importing and exporting workflows to and from Visio, and how to configure and use SharePoint Workspace 2010.
Microsoft SharePoint Designer 2010 Foundation	3	Microsoft SharePoint Designer 2010 is a specialized website editor used to create and modify Microsoft SharePoint websites. This new version of SharePoint Designer incorporates Microsoft's new ribbon interface, improved workflow tools, increased data control, and much more. Highlights of this foundation-level course include complete coverage of the new ribbon interface; an introduction to HTML; and details on setting up, creating, and customizing your SharePoint site.
Microsoft SharePoint Designer 2010 Intermediate	3	Microsoft SharePoint Designer 2010, a specialized website editor used to create and modify Microsoft SharePoint websites. This new version of SharePoint Designer incorporates Microsoft's new ribbon interface, improved workflow tools, increased data control, and much more. Highlights of this intermediate-level course include information on integrating external data with SharePoint; creating interactive SharePoint pages; using master pages; using styles and cascading style sheets; using Site Templates, subsites, and web parts; using lists and libraries; and creating workflows.
Microsoft SharePoint Designer 2013 Advanced Essentials	2	This course will teach students advanced skills for working with SharePoint Designer 2013. This 12-module course covers data sources, external objects, lists and libraries, cascading style sheets, web parts, web part zones, workflows, data views, and item forms.
Microsoft SharePoint Designer 2013 Core Essentials	2	This course will teach students the essentials of working with SharePoint Designer 2013. This 12-module course covers home pages, site pages, versions, lists, libraries, workflows, and site security.
Microsoft SharePoint Designer 2013 Expert	2	This course enables students to learn expert-level skills to get the most of out of Microsoft SharePoint Designer 2013. Over the course of 12 modules they will be introduced and educated in a number of topics that include: linking internal data to a site page, organizing

		data view information, formatting data views, configuring data view displays and managing data with the data view, adding controls to the data view, managing the data view web part, InfoPath and SharePoint Designer, InfoPath web parts, using Visio to create and complete workflow diagrams.
Microsoft SharePoint Server 2010 (70-667)	5	<p>This instructor-led course teaches students how to install, configure, and administer Microsoft SharePoint and also how to manage and monitor sites and users by using Microsoft SharePoint 2010. It will also cover the new features and functionality introduced with SharePoint 2010 Sp1 as well as Office 365's SharePoint Online.</p> <p>This Instructor Led course Explore all the end user features of SharePoint 2010 including all out of the box lists and sites. Learn to use the new ribbon effectively to manage list items and explore the new Office integration features and tools.</p>
Microsoft SharePoint Server 2010 Complete	3	This one-level course is designed to get new users of SharePoint up to speed on using this useful tool. Users will be able to create and customize all of the major components, add and edit content, and collaborate with other users. Highlights of the course include an introduction to the interface; information about the different SharePoint objects; instructions on how to create, edit, and manage all of the major SharePoint elements; directions on using workspaces, workflows, and SharePoint Workspace 2010; and a guide to customizing almost anything via the online administrative tools.
Microsoft SharePoint Server 2013 - 70-331	5	<p>This course will provide you with the knowledge and skills to configure and manage a Microsoft SharePoint Server 2013 environment. This course will teach you how to configure SharePoint Server 2013, as well as provide guidelines, best practices, and considerations that will help you optimize your SharePoint server deployment.</p> <p>This is the first in a sequence of two courses for IT Professionals and will align with the first exam in the SharePoint Server 2013 IT Pro certification.</p>
Microsoft SharePoint Server 2013 - 70-332	5	This course examines how to plan, configure, and manage a Microsoft SharePoint Server 2013 environment. Special areas of focus include implementing high availability, disaster recovery, service application architecture, Business Connectivity Services, social computing features, productivity and collaboration platforms and features, business intelligence solutions, enterprise content management, web content management infrastructure, solutions,

		and apps. The course also examines how to optimize the Search experience, how to develop and implement a governance plan and how to perform an upgrade or migration to SharePoint Server 2013.
Microsoft SharePoint Server 2013 Core Essentials	2	Microsoft SharePoint Server is a powerful collaboration tool that serves a very useful purpose in any office. This course takes students through the steps to learn how to get the most out of SharePoint Server 2013. Students will learn about getting started with SharePoint Server 2013; configuring and customizing a site; creating and working with libraries and project summaries; managing site content; modifying pages; and customizing alerts and permissions.
Microsoft System Center 2012 part 1 (70-243)	3	Get detailed instruction and hands-on practice planning and deploying Microsoft System Center 2012 R2 Configuration Manager and its associated site systems. This course is designed for IT Professionals who are responsible for designing and deploying one or more System Center 2012 R2 Configuration Manager sites and all supporting systems, as well as configuring and managing endpoints in those systems. You will learn how to plan for the deployment of the central administration site, one or more primary sites and secondary sites, and all associated site systems. You will also learn how to migrate from System Center 2012 Configuration Manager to System Center 2012 R2 Configuration Manager.
Microsoft System Center 2012 part 2 (70-243)	5	This course describes how to configure and manage a System Center 2012 R2 Configuration Manager site and its associated site systems. The course focuses on day-to-day management tasks for System Center 2012 R2 Configuration Manager.
Microsoft Windows PowerShell	5	<p>Learn how with Windows PowerShell 4.0, you can remotely manage multiple Windows based servers and automate day to day management and administration tasks.</p> <p>The course is built on Windows Server 2012 R2 and Windows 8.1 and while it is specifically focused on Windows PowerShell v4.0, is also relevant in v2.0 and v3.0 Windows PowerShell environments</p> <p>This course provides students with the fundamental knowledge and skills to use Windows PowerShell 4.0 for administering and automating administration of Windows based servers. It focuses on primary Windows PowerShell command-line features and techniques, and will provide pre-requisites skills supporting a broad range of Microsoft products, including Windows Server, Windows Client, Exchange Server, SharePoint Server, SQL Server, System Center, and more. In keeping with that goal, this course will not focus on any one of those products, although Windows Server</p>

		<p>(which is the common platform for all of those) will serve as the example for the techniques being taught.</p> <p>In this course you will learn to execute and monitor scripts more efficiently through more robust session connectivity, workflow capabilities, enhanced job scheduling, and Windows PowerShell Web Access. Learn Windows PowerShell with greater ease through improved cmdlet discovery and simplified, consistent syntax across all cmdlets. Write Windows PowerShell scripts quicker and more intuitively through the new Integrated Scripting Environment (ISE) that enables script sharing, which connects IT pros to a larger Windows PowerShell user community.</p>
Microsoft Windows Server 2008 – 70-640 Part 1	5	<p>This instructor-led course provides students with the knowledge and skills to configure and troubleshoot Windows Server 2008 and Windows Server 2008 R2 Sp1 Network Infrastructures. It will cover networking technologies most commonly used with Windows Server 2008 and Windows Server 2008 R2 Sp1 such as DNS, DHCP, IPv4 and IPv6 network addressing, Network Policy server and Network Access Protection and configuring secure network access. It also covers fault tolerant storage technologies, Network Storage and routing and remote access, monitoring and compliance updates as well as other relevant technologies</p>
Microsoft Windows Server 2008 – 70-640 Part 2	3	<p>This instructor-led course provides in-depth training on configuring and troubleshooting Active Directory® Identity and Access (IDA) solutions with Windows Server® 2008 and Windows Server 2008 R2.</p>
Microsoft Windows Server 2008 – 70-646	5	<p>This course is intended for IT Professionals who are interested in the knowledge and skills necessary to plan and implement a Windows Server 2008 and Windows Server 2008 R2 environment. It incorporates both the planning of the server infrastructure and key aspects of the implementation, management and maintenance of Active Directory and Network Infrastructure. It is the primary training resource for Exam 70-646 preparation (MCITP: Server Administrator certification). It covers the most important job tasks for Server Administrators who are responsible for the planning, operations, and day-to-day maintenance of Windows Server 2008 and Windows Server 2008 R2 servers in the enterprise.</p>
Microsoft Windows Server 2008 – 70-648	5	<p>This instructor-led course teaches the features and technologies of Windows Server 2008 and Windows Server 2008 R2 to IT professionals who have specialist skills in working with Windows Server 2003 technologies. For students with the appropriate skillset, the course facilitates accelerated learning of Windows</p>

		Server 2008 and covers features and technologies up to and including Windows Server 2008 R2 Sp1.
Microsoft Windows Server 2012 – 70-410	5	This course primarily covers the initial implementation and configuration of core services, such as Networking, Storage, Active Directory Domain Services (ADDS), Group Policy, File and Print services, and Hyper-V.
Microsoft Windows Server 2012 – 70-411	5	This course primarily covers the administration tasks necessary to maintain a Windows Server 2012 infrastructure such as configuring and troubleshooting name resolution, user and group management with Active Directory Domain Services (ADDS) and Group Policy, implementing Remote Access solutions such as DirectAccess, VPNs and Web Application Proxy, implementing Network Policies and Network Access Protection, Data Security, deployment and maintenance of server images, as well as update management and monitoring of Windows Server 2012 environments.
Microsoft Windows Server 2012 – 70-412	5	This course primarily covers advanced configuration of services necessary to deploy, manage and maintain a Windows Server 2012 infrastructure, such as advanced networking services, Active Directory Domain Services (AD DS), Active Directory Rights Management Services (AD RMS), Active Directory Federation Services (AD FS), Network Load Balancing, Failover Clustering, business continuity and disaster recovery services as well as access and information provisioning and protection technologies such as Dynamic Access Control (DAC), and Web Application Proxy integration with ADFS and Workplace Join.
Microsoft Windows Server 2016 - 70-740	5	This Course focuses primarily on the installation, storage, and compute features and functionality available in Windows Server 2016. It covers general installation tasks and considerations, and the installation and configuration of Nano Server, in addition to the creation and management of images for deployment. It also covers local and server storage solutions, including the configuration of disks and volumes, Data Deduplication, High Availability, Disaster Recovery, Storage Spaces Direct, and Failover Clustering solutions.
Microsoft Windows Server 2016 - 70-741	5	<p>This course, Networking with Windows Server 2016, covers the essential networking skills required to design, deploy, configure and support Windows Server 2016 in most organizations. It elaborates on the TCP/IP fundamentals, remote access technologies, and more advanced content including Software Defined Networking.</p> <p>The course 70-741: Networking with Windows Server 2016 is part of a three course series required to pass the MCSA: Windows Server 2016 certification. The course curriculum is designed keeping in view the exam topics covered in the Microsoft exam 70-741. In this</p>

		way, this course is equally helpful for IT professionals looking to gain their knowledge as well as the candidates willing to appear in the said exam.
Microsoft Windows Server 2016 - 70-742	5	<p>This course teaches IT professionals how to deploy, configure and troubleshoot identity services such as Active Directory Domain Services (AD DS) and Group Policy in Windows Server 2016. Additionally, this course also covers the deployment and installation of other Active Directory server roles, such as Active Directory Federation Services (AD FS) and Active Directory Certificate Services (AD CS).</p> <p>The course is part of a three course series required to pass the MCSA: Windows Server 2016 certification. The course curriculum is designed keeping in view the exam topics covered in the Microsoft exam 70-742. In this way, this course is equally helpful for IT professionals looking to gain their knowledge as well as those seeking to ace their exam.</p>
Microsoft Windows Server 2012 Fundamentals (10967)	5	<p>Learn the fundamental knowledge and skills that you need to build a Windows Server infrastructure with Windows Server 2012.</p> <p>This course provides the networking, security, and system administration information that you need to implement a Windows Server infrastructure. It covers the basics of installation and configuration, storage, network infrastructure, network components, network protocols, server roles, Active Directory Domain Services (AD DS), Group Policy, IT security, server security, network security, security software, monitoring server performance, and maintaining a Windows Server.</p> <p>This course includes the foundational level knowledge to prepare students to start a career or cross train in Microsoft Windows Server technologies.</p>
Microsoft Windows SQL Server 2008 R2 (70-432)	5	This instructor-led course provides students with the knowledge and skills to maintain a Microsoft SQL Server 2008 R2 database. The course focuses on teaching individuals how to use SQL Server 2008 R2 product features and tools related to maintaining a database.
Microsoft Windows SQL Server 2008 R2 (70-448) Part 1	3	This course teaches students how to implement a Reporting Services solution in an organization. The course discusses how to use the Reporting Services development tools to create reports, and how to use the Reporting Services management and administrative tools to manage a Reporting Services solution.

Microsoft Windows SQL Server 2008 R2 (70-448) Part 2	3	This instructor-led course teaches students how to implement an Integration Services solution in an organization. The course discusses how to develop, deploy, and manage Integration Services packages.
Microsoft Windows SQL Server 2008 R2 (70-448) Part 3	3	This instructor-led course teaches students how to implement an Analysis Services solution in an organization. The course discusses how to use the Analysis Services development tools to create an Analysis Services database and an OLAP cube, and how to use the Analysis Services management and administrative tools to manage an Analysis Services solution
Microsoft Windows SQL Server 2012 - 70-461	5	This instructor led course provides students with the technical skills required to write basic Transact-SQL queries for Microsoft SQL Server 2012. This course is the foundation for all SQL Server-related disciplines; namely, Database Administration, Database Development and Business Intelligence. This course helps people prepare for exam 70-461.
Microsoft Windows SQL Server 2012 - 70-462	5	This instructor-led course provides students with the knowledge and skills to maintain a Microsoft SQL Server 2012 database. The course focuses on teaching individuals how to use SQL Server 2012 product features and tools related to maintaining a database. Also this course helps you prepare for the Exam 70-462.
Microsoft Windows SQL Server 2012 - 70-463	5	Data warehousing is a solution organizations use to centralize business data for reporting and analysis. This instructor-led course focuses on teaching individuals how to create a data warehouse with SQL Server 2012, implement ETL with SQL Server Integration Services, and validate and cleanse data with SQL Server Data Quality Services and SQL Server Master Data Services. This course helps people prepare for exam 70-463.
Microsoft Windows SQL Server 2016 - 70-764	5	This course will teach you about administering a SQL Database Infrastructure. It is intended for database professionals who perform installation, maintenance, and configuration tasks. Other responsibilities include setting up database systems, making sure those systems operate efficiently, and regularly storing, backing up, and securing data from unauthorized access. In this course, you'll learn: Configure data access and auditing Manage backup and restore of databases Manage and monitor SQL Server instances Manage high availability and disaster recovery
Microsoft Windows SQL Server 2016 - 70-765	5	In this course, you will learn about provisioning SQL Databases. It's intended for architects, senior developers, infrastructure specialists, and development leads. Candidates have a working

	<p>knowledge of the various cloud service models and service model architectures, data storage options, and data synchronization techniques. Candidates also have a working knowledge of deployment models, upgrading and migrating databases, and applications and services, in addition to integrating Azure applications with external resources.</p> <p>In this course, you'll learn:</p> <ul style="list-style-type: none"> Implement SQL in Azure Deploy a Microsoft Azure SQL Database Plan for SQL Server installation Deploy SQL Server instances Deploy SQL Server databases to Azure virtual machines Manage databases and instances Configure secure access to Microsoft Azure SQL Databases Configure SQL Server performance settings Manage SQL Server instances Manage SQL Storage Perform database maintenance
<p>MMS Cyber: Advanced Computer Forensics</p>	<p>3</p> <p>As cybercrime continues to be a huge threat in modern technology, it is extremely important to be versatile and responsive if threats occur around your cyber environment. This Advanced Forensics course is designed to cover the 360 lifecycle process of how to manage and identify breaches, collect evidence and manage threats. This accelerated program should be taken by users who are interested in the Computer Forensics industry and want to expand their knowledge on complex technical methodologies and IT law. This training course will cover both Windows and Linux operating systems. And will specify a wide variety of topics that cover securing communications with encryption and cryptography, different types of forensics, understanding the fundamentals of data structures, processes in memory, networking and operating systems services, plus more.</p> <p>With an eye to law enforcement and first responders, this course will cover capturing and extracting data correctly, and making sense of what happened and who was responsible. Students will understand how to correctly collect evidence and present their findings. Participants will master the strategies and procedures needed to efficiently resist any forms of threat.</p> <p>After completing this course, students will be able to:</p>

		<ul style="list-style-type: none"> • Manage a breach and recognize the legalities behind it • Understand anti-forensics using Cryptography • Acquire the Fundamentals of Memory Forensics • Examine Windows Services • Collect Evidence • Hunt Malware in Process Memory • Analyze Windows Process Management • Acquire Skills for Linux Forensics
MMS Cyber: Advanced Cyber Security	3	<p>This course is designed for professionals who want to take the next step in the cyber security industry. Before starting this course students must have the prior knowledge of systems architecture, networking, and basic command line operations. Hands-on experience in Network Penetration testing will be provided including preparing for a test, performing scans, and interpreting the results.</p> <p>We will be evaluating different techniques for cyber security improvement and the break-down process of high profile breaches. Participants will be introduced to the security lifecycle and be equipped with the knowledge of today's security challenges and how to protect against them.</p> <p>This is an advanced course to give a more in-depth framework in cyber security. This will provide not only principles but practical labs in prevention, detection and appropriate measures to respond to threats (intrusions, spying, and malware). Advanced Cyber Security will cover the important factors of cyber forensics, and vulnerability analysis.</p> <p>After completing this course, students will be able to:</p> <ul style="list-style-type: none"> • Implement prevent, detect, and respond plans • Maintain constant cyber security improvement • Use network traffic monitoring tools • Perform a penetration test and vulnerability analysis • Recognize cyber attacks • Understand the process of forensics • Security Lifecycle
MMS Cyber: Basics of Cyber Security	3	<p>This course is designed for users who understand the general concepts of information technology and are looking to expand their knowledge in cyber security. With a rising threat of cyber-attacks, this course will heavily emphasize on strengthening your cyber-environment and securing sensitive information. Principles will be discussed and integrated with interactive labs to give a foundation of understanding how to stay protected, mitigate risks, use networking tools and protocols, and more.</p>

		<p>This course highlights the basic concepts and students will gain knowledge on aspects of Cyber Security: CIA Triad, Principle of Least Privilege, the importance of password strength, Wireless Security, various types of viruses, Compliance and Documentation. This will provide information on principles and practices commonly used throughout the industry.</p>
MMS Cyber: Hacking Techniques and Exploits	3	<p>Our Hacker Techniques and Exploits course will teach students the fundamentals of how to think like a hacker and how to use hacking techniques against modern security vulnerabilities.</p> <p>This course is designed for users with basic security skills who are looking to master core concepts of hacking techniques and exploits. Students will obtain an in-depth understanding of network infrastructure and systems security in order to understand how to infiltrate and bypass them.</p> <p>Our extensive cyber lab environment will replicate real-world scenarios that will give the students a practical understanding of how hackers plan and execute attacks against systems.</p> <p>Students will master the foundations of hacking and understand what it takes to secure a system. Participants will be able to successfully detect, prevent, and respond to security threats at the conclusion of this course. Topics covered in this course include evading firewalls, Windows and Linux exploits, password cracking, and web-based exploitations.</p> <p>After completing this course students will be able to:</p> <ul style="list-style-type: none"> • Run Linux/Windows Exploits • Perform network scanning • Utilize password sniffing techniques • Perform security tests on web applications/webservers • Implement Reconnaissance, Footprinting and Social Engineering methodologies • Evade IDSs, Firewalls/AV and Honeypots • Create, understand, and apply various forms of malware • Utilize the most up to data hacking tools
MMS Cyber: Incident Response	3	<p>An organization's ability to react when an incident occurs is the single most important factor in determining how much damage can be done to a system. Students will understand how to manage security risk to organizational: systems, assets, data, and capabilities. Students will understand how to develop and employ strategies such as anti-malware, network security, and security monitoring. They will be able to identify when an incident occurs, how it occurred and the scale of the event. Students will be able to respond to incidents in a way that limits damage and reduces</p>

		<p>recovery expenditures via communication, analysis and mitigation. Students will learn about computer forensics and the role it plays in incident response. They will gain insight into restoring all capabilities and services affected by the incident.</p> <p>Milli Micro Systems Incident Response course is designed to teach students the fundamental skills to handle a variety of incidents, with a strong focus on cyber security. The program is designed to follow the Know, Prevent, Detect, Respond, Recover framework as described by the National Institute of Standards and Technology (NIST). Students will learn the Incident Response Process; including response policies, procedures, and guidelines. Students will gain an understanding of the different response phases and how to react within each phase.</p>
MMS Cyber: Penetration Testing & Vulnerability Analysis	3	<p>This course is designed for Cyber Security professionals looking to expand their knowledge in network penetration. Before beginning this course, students should have a familiarity with Windows and Linux operating systems, and an understanding of networking. It is designed to teach students how to conduct a full penetration test and will challenge students with integrated lab exercises to fully understand the concepts of penetration testing.</p> <p>Students will learn about vulnerability analysis, real world attacks, and learn how to protect against them. Students will use the latest tools and methods for conducting a penetration test.</p> <p>The main goal of this course is to help you master the knowledge and analytical skills used in a penetration test. Participants will perform password cracking, vulnerability scanning, and creating malware using the latest tools and techniques available today.</p>
MMS Cyber: Security Awareness	0.5	<p>Cyber security has become the hottest topic in the business world today. With the large amount of data companies collect and store it is critical they have the correct practices and protocols in place. While cyber security begins with the IT staff, it ends with each employee. Without a properly educated and trained staff, companies are leaving themselves open to attack.</p> <p>The government is beginning to crack down on companies found guilty of losing customer or employee data. Security is no longer a job for just a few, but is a concept that must be bought into and monitored by each and every employee. It only takes one user to make a network vulnerable to the world.</p> <p>This half day instructor led course will immerse students in the world of Cyber Security by teaching them proper security measures, but also explaining common techniques used for both online and offline security. Students will learn basic security fundamentals to</p>

		<p>not only protect company resources, but also sensitive personal information. Students will also gain demonstrations and walk-throughs to better understand each topic covered in this course. At the end of this course students should be able to spot common forms of attacks such as phishing scams, and use best practices when using computers both in and outside the office.</p>
MMS Cyber: Security Planning For the Enterprise	2	<p>From Architecture, software and equipment planning to budgeting, this course prepares participants to craft and enforce comprehensive IT Cyber Security policies and implement proper security controls.</p>
MMS Cyber: Setting Up a Cyber Test Lab	1	<p>This course is designed for an average user to obtain the skills needed for setting up a professional working test platform. Using both free and commercial off the shelf software (COTS) to design and implement an accepted standard test-bed for both training and experimentation with emphasis on value for effort and dollar expended. Students will learn the fundamentals of operating virtual machines and its basic techniques. In addition, students will also have hands on experience with implementing various command line operations and tasks.</p> <p>After completing this course students will have ability to create a lab environment in order to successfully set up ethical test labs. This includes but is not limited to:</p> <ul style="list-style-type: none"> • Building a Hardware and Software Test Platform • Passive Information Gathering • Analyzing Network Traffic • Detecting Live Systems and Analyzing Results • Enumerating Systems • Automating Encryption and Tunneling Techniques • Automated Attack and Penetration Tools • Securing Wireless Systems • An Introduction to Malware • Detecting Intrusions and Analyzing Malware • Forensics Detection
MMS Cyber: Continuous Monitoring	3	<p>As more and more applications and hardware log their events, system administrators are quickly becoming overwhelmed. This three-day instructor-led course will provide students the skills needed to understand the day-to-day procedures at a Security Operation Center (SOC) and automate the collection and processing of logs.</p> <p>Students will learn about syslog, SNMP, various SIEM solutions etc.</p>

		<p>Modern security designs will be discussed which exemplify new approaches that can be easily understood and defended.</p> <p>After completing this course, students will have the skills required to:</p> <ul style="list-style-type: none"> • Implement Defensible Security Architecture, Network Security Monitoring (NSM)/Continuous Diagnostics and Mitigation (CDM)/Continuous Security Monitoring (CSM) • Manage a Security Operations Center (SOC) • Analyze threats and detect anomalies that could indicate cyber threat actions
MMS Cyber: Mobile Device Security	3	<p>Every employee today has a mobile phone. These phones house personal information, banking/financial information, and contact information, which are all valuable to hackers. All it takes is one poorly designed application, and an otherwise secure device's data can become compromised.</p> <p>This three-day instructor-led course will provide students with the skills needed to understand the security strengths and weaknesses of mobile devices and analyze application traffic, file system storage, and inter-app communication. This course includes a full breakdown of Android and iOS operating systems and their integrated security controls.</p> <p>Students will not only be provided details about areas of high interest from a security standpoint, but they will also participate in hands-on activities where they analyze mobile malware and understand how to prevent exfiltration of data.</p> <p>At the end of this course, students should be able to identify security weaknesses on their devices and understand how to secure sensitive data, which is easily extracted from a lost or stolen device.</p> <p>After completing this course, students will have the skills required to:</p> <ul style="list-style-type: none"> • Understand the security strengths and weaknesses in Apple iOS, Android and wearable devices • Evaluate security weaknesses of built-in and third-party applications • Identify deficiencies in mobile application network traffic, file system storage, and inter-app communication channels • Exploit lost or stolen devices to collect sensitive data
Linux Essentials	5	<p>The GL120 is a challenging course that focuses on the fundamental tools and concepts of Linux and Unix. Students gain proficiency using the command line. Beginners develop a solid foundation in Unix, while advanced users discover patterns and fill in gaps in</p>

		their knowledge. Like all Guru Labs courses, the course material is designed to provide extensive hands-on experience. Topics include: basic file manipulation; basic and advanced filesystem features; I/O redirection and pipes; text manipulation and regular expressions; managing jobs and processes; vi, the standard Unix editor; automating tasks with shell scripts; managing software; secure remote administration; and more.
Linux Sys Admin I	5	This course relates to Enterprise Linux® 7. GL124 is designed for IT professionals without previous Linux administration experience. The course focuses on providing students with Linux administration "survival skills" by focusing on core administration tasks. The topics covered include essential command line tools, installing RHEL, remote administration techniques, managing local storage, system monitoring, basic user and security, administration, connecting to a network and deploying FTP and Web servers.
Linux Sys Admin II	5	This course is specifically designed for students who have completed System Administration I (GL124). GL134 focuses on the key tasks needed to become a full-time Linux® administrator. The topics covered include automating installation with Kickstart, intermediate and advanced level command line building blocks and tools, troubleshooting, network file sharing server configuration, connecting to a directory service, managing advanced security settings, maintenance tasks, and kernel tuning.
VMware vSphere ICM - VCP5-DCV (Unofficial)	5	This hands-on training course explores installation, configuration, and management of VMware vSphere®, which consists of VMware vSphere® ESXi™ and VMware® vCenter Server™. This course is based on prerelease versions of ESXi 5.1 and vCenter Server 5.1.
VMware vSphere O&S - VACP5-DCA (Unofficial)	5	This training course, for experienced VMware vSphere® personnel, teaches advanced skills for configuring and maintaining a highly available and scalable virtual infrastructure. The course is based on VMware vSphere® ESXi™ 5.0 and VMware® vCenter Server™ 5.0. This course prepares the student for the VMware Certified Advanced Professional – Datacenter Administration [V5] certification (VCAP5-DCA).

Workforce Training	Days	Description
Workforce: Accounting Skills for New Supervisors	1	Many of us flinch when we hear terms like depreciation, cash flow, balance sheet, and (worst of all!) budgets. However, these are all important concepts to understand if you are going to succeed in today's business world, particularly as a supervisor. Even better, financial terms are not as scary as they seem!

Workforce: Active Listening	1	Communication skills are at the heart of everything we do each day, whether at home, at work, or at play. Active listening encompasses the best of communication, including listening to what others are saying, processing the information, and responding to it in order to clarify and elicit more information. This one-day workshop will help participants develop and practice their active listening skills.
Workforce: Advanced Project Management	1	This workshop presumes that participants have a thorough understanding of project management, including topics such as preparing a statement of work, setting project goals, scheduling, budgeting, managing project risks, and executing a project.
Workforce: Advanced Skills for the Practical Trainer	3	The learners will have fun while they are learning if the facilitator is able to involve their emotions as well as their minds. You will see the involvement, and you will feel the energy. To reach this stage as an adult educator isn't always easy, but success isn't just for the naturally gifted. It is possible for all of us who put effort into our personal growth and development. We want the enormous satisfaction that comes from working with others to help them reach their potential as human beings. This workshop will help you reach that goal.
Workforce: Advanced Writing Skills	1	This is a workshop for those who already are good writers. Our time will be devoted to writing letters of recommendation, of persuasion, of refusal, or of action, that reflect current word usage and up-to-date formats. You can also learn some basics about writing business cases, proposals, and reports.
Workforce: Anger Management - Understanding Anger	1	Anger is a universal experience. The customer service agent who can defuse the angry customer not only keeps her customers loyal but makes her own day less troublesome. This workshop is designed to help give you and your organization that edge.
Workforce: Appreciative Inquiry	1	Do you love those moments of exception, when everything seems to have come together and things are working beautifully? Would you like to create an environment where those rare extraordinary moments become the norm? Then you may just be ready to learn the value of Appreciative Inquiry, also known as AI. AI is a method for implementing change that is rooted in being positive, sharing stories of things that work well, and leveraging people's strengths and the power of co-creation to initiate lasting, powerful changes that can make an organization the best it has ever been, because of people who care and are committed.
Workforce: Balanced Scorecard Basics	1	This tool and its related components will help your organization identify, document, plan, and execute a balanced strategic mission. It will also help your organization evaluate and revise its strategic

		execution. This workshop will introduce you to the basics of the balanced scorecard and help you determine if this powerful tool is a good fit for your organization.
Workforce: Basic Business Management - Boot Camp for Business Owners	3	Owning a business requires a vision balanced with attention to detail. You need to be a generalist who understands the multiple aspects of running a business, as well as the ability to step back and see the big picture and to reach into the future. The business environment is a complex place to be. Whether you wish to work as a consultant or freelancer, establish a corporation, or set up an operation that meets a need for very particular type of customer, there is a tremendous amount of information that you need to know and to apply. This course provides essential learning for new business owners, whether the business is just in the idea stage or you have already begun and need to fill in the gaps.
Workforce: Basic Internet Marketing	1	This course is an ideal start for business owners and people new to marketing to learn the basics of Internet marketing. We've included information on how to market online, and even more importantly, how to determine what results you are getting. Then, you can figure out whether you are reaching your target market, where your qualified prospects are, and how they are engaged as a result of your efforts. This course includes sessions on search engine optimization, e-mail campaigns, pay per click advertising, and more.
Workforce: Body Language - Reading Body Language as a Sales Tool	1	Body language can make or break our efforts to establish long, trusting relationships. Our body language can help to reinforce and add credibility to what we say, or it can contradict our words. Understanding what signals you are sending, as well as being able to read the signals that your clients send, is an essential skill in sales and throughout our lives. What is your body language saying about you? Find out in this one-day workshop!
Workforce: Branding - Creating and Managing Your Corporate Brand	2	Your brand is the vehicle that propels your product or service into your customer's lives, and into their hearts. A good brand is much more than an attractive image combined with some witty type. Your brand must reflect the heart and soul of your product, and offer a promise that you can live up to. This two-day course will get you started on the road to creating a perfect brand.
Workforce: Budgets and Managing Money	2	We all play a role in our organization's financial health, whether we realize it or not. If you don't have training or a background in finance, you may be at a disadvantage as you sit around the management table. Understanding the cycle of finance will help you figure out where you fit into your company's financial structure, and how to keep your department out of the red. This

		workshop will help you prepare budgets and make decisions with confidence.
Workforce: Building a Consulting Business	1	Today's business environment isn't focused on 9-to-5, lifelong, static positions like it was decades ago. Our world is constantly shifting and evolving, meaning that businesses (and workers) must evolve with it. As a result of this shift, consultants have more opportunities than ever before. This one-day workshop will show you how to build a business as a consultant.
Workforce: Building an Online Business	1	The Internet has changed the way that we work, live, shop, and play. You can take advantage of this new way of doing business whether you want to set up a part-time venture or create the next million-dollar enterprise. This course will give you everything that you need to build a successful online business.
Workforce: Building Better Teams	1	How are your problem-solving skills? Is the team enthusiastic and motivated to do its best? Do you work well together? This one-day course can help you get there!
Workforce: Building Relationships for Success in Sales	1	No one questions that making friends is a good thing. In this workshop, participants will discover that the business of business is making friends, and the business of all sales professionals is making friends and building relationships. Strategic friendships will make or break any business, no matter how big and no matter what kind of market.
Workforce: Building Your Self Esteem and Assertiveness Skills	1	A healthy self-esteem is essential for growth and achieving success. Of all the judgments you make in life, none is as important as the one you make about yourself. Without some measure of self-worth, life can be painful and unrelenting. In this one-day workshop, you will discover some techniques that can dramatically change how you feel about yourself, and how you approach the world to get the things that you want.
Workforce: Bullying in the Workplace	1	This is, in part, because bullying can be hard to identify and address. People wonder, what does bullying look like? What can I do to protect my staff and co-workers? All of these questions will be answered in this one-day workshop.
Workforce: Business Ethics for the Office	2	This workshop will not provide you with an easy way to solve every ethical decision you will ever have to make. It will, however, help you define your ethical framework to make solving those ethical dilemmas easier. We'll also look at some tools that you can use when you're faced with an ethical decision. And, we'll look at some techniques you can use so you don't get stuck in an ethical

		quandary. Best of all, we'll look at a lot of case studies so that you can practice making decisions in a safe environment.
Workforce: Business Etiquette - Gaining That Extra Edge	1	<p>If you've ever had an awkward moment where:</p> <ul style="list-style-type: none"> o You aren't sure which fork to use, o You don't know which side plate is yours, o You've ever had to make small talk with a Very Important Person and been lost for words... <p>Then you know just how agonizing such moments can be. Even worse (and what can be even more damaging to your career) are the social gaffes you aren't even aware you make. This one-day workshop will help you handle most of those socially difficult moments.</p>
Workforce: Business Leadership - Becoming Management Material	3	This workshop is a tool for your leadership development. It is designed to help you create and accomplish your personal best, and to help you lead others to get extraordinary things done.
Workforce: Business Process Management	2	This course will introduce you to business process management. You'll learn how business processes can help you improve your company's bottom line by providing a higher level of quality and consistency for your customers
Workforce: Business Succession Planning - Developing and Maintaining a Succession Plan	1	Change is a hallmark of today's business world. In particular, our workforce is constantly changing – people come and go, and move into new roles within the company. Succession planning can help you make the most of that change by ensuring that when someone leaves, there is someone new to take their place. This one-day course will teach you the basics about creating and maintaining a succession plan.
Workforce: Business Writing That Works	2	In business writing, the language is concrete, the point of view is clear, and the points are well expressed. Good writing is hard work, and even the best writers get discouraged. However, with practice you can feel more confident about your own writing. This workshop will give you the tools to become a better writer.
Workforce: Call Center Training - Sales and Customer Service Training for Call Center Agents	3	This course will help call center agents learn to make the most of their telephone-based work, including understanding the best ways to listen and be heard. Each phone interaction has elements of sales and customer service skills, which we will explore in detail throughout this energizing and practical three-day workshop.
Workforce: Change Management - Change and How to Deal With It	1	Change is something that excites people who love opportunities for growth, to see and learn about new things, or who like to shift the status quo. In this workshop, you will learn how to manage and cope with change and how to help those around you too.

Workforce: Coaching and Mentoring	1	<p>Coach, Mentor, Role Model, Supporter, Guide... do these words ring a bell? Being a coach involves being able to draw from several disciplines. Coaching is based on a partnership that involves giving both support and challenging opportunities to employees. Mentorship is a related skill that is often a part of coaching. It's about being a guide, offering wisdom and advice when it is needed.</p> <p>Knowing how and when to coach (and when to use other tools, like mentoring) is an essential skill that can benefit both you and your organization.</p>
Workforce: Communication Strategies	2	<p>A major goal of this workshop is to help you understand the impact your communication skills have on other people. You will also explore how improving these skills can make it easier for you to get along in the workplace, and in life.</p>
Workforce: Communications for Small Business Owners	2	<p>This is a two-day course to introduce and reinforce the essential components of written communication that will connect you with existing and potential customers. If you are new to the communications highway, this course will provide the foundation for future development. If your company has some communications expertise, this course will help you strengthen and polish your essential components.</p>
Workforce: Conducting Accurate Internet Research	1	<p>This course will teach students how to conduct accurate Internet research by creating a search plan, searching both the surface web and the deep web, and staying organized. Students will also learn how to think critically and find the best sources for their Internet search.</p>
Workforce: Conducting Effective Performance Reviews	3	<p>Setting goals and objectives to aim for will give both supervisors and employees a focus, and is one of the key aspects to meeting overall company objectives. Supervisors must also learn how to give feedback, both positive and negative, on a regular and timely basis so that employees can grow and develop. Performance appraisals involve all these activities.</p>
Workforce: Conference and Event Management	2	<p>This course will walk you through the process of event management, from the beginning stages of planning, to the final touches (like decorations, food, and music). While this course is specifically for corporate event planning, the elements here can also be applied to more personal event planning. Essentially, we're creating an effective and well planned design that is ready for implementation and can be used over and over again.</p>
Workforce: Conflict Resolution - Dealing With Difficult People	1	<p>Success in dealing with conflict comes from understanding how we behave, as well as how we can influence others. If we approach difficulties as needing to take place in one or a series of</p>

		conversations, and we approach those conversations with a plan, we will find that we have less difficult people to deal with. More often than not, we will also have more meaningful and significant conversations. In this workshop, you will learn how to turn difficult situations into opportunities for growth.
Workforce: Conflict Resolution - Getting Along In The Workplace	2	Many people see conflict as a negative experience. In fact, conflict is a necessary part of our personal growth and development. Think of when you were trying to choose your major in college, for example, or trying to decide between two jobs. However, conflict becomes an issue when the people involved cannot work through it. They become engaged in a battle that does not result in growth. When this type of conflict arises, negative energy can result, causing hurt feelings and damaged relationships. This two-day course will give participants the tools that will help you resolve conflict successfully and produce a win-win outcome.
Workforce: Conquering Your Fear of Speaking in Public	1	Do you get nervous when presenting at company meetings? Do you find it hard to make conversation at gatherings and social events? Do you lock up in awkward social situations? If so, this workshop is just for you! It's aimed at anybody who wants to improve their speaking skills in informal situations. We'll give you the confidence and the skills to interact with others, to speak in informal situations, and to present in front of small groups.
Workforce: Continuous Improvement with Lean	1	This course is designed for learners who have completed the pre-requisite Lean Process Improvement course, and perhaps have been involved in implementation of its principles in their workplace. It is the ideal next step along the path of learning and creating a workplace culture committed to continuous improvement.
Workforce: Conversational Leadership	1	Effective leaders understand how powerful an opportunity can be when they can tap into the intelligence, wisdom, and innovation present in their workforce. Conversational leadership provides the space and infrastructure for knowledge sharing to take place; for employees, stakeholders, and the community to be involved in discussing big, important questions; and to generate solutions that people within the organization can take action on.
Workforce: Creating a Dynamite Job Portfolio	1	This course examines the value of presenting yourself as a complete package by using a resume as an introduction to an employer and backing it up with a portfolio presented at the interview. In order to make the most of this course, participants need to have recently completed the Getting Your Job Search Started workshop.
Workforce: Creating a Google AdWords Campaign	1	Many companies advertise with pay per click ads. This course focuses on the largest machine available: Google AdWords. In this

		one-day course, participants will learn how Google AdWords work, what pay per click means, the importance of correctly setting an AdWord budget, how to select keywords and set up ad groups, how to design a compelling ad, and how to make adjustments to increase success.
Workforce: Creating a Top-Notch Talent Management Program	2	This two-day course will provide you with just what it takes to have the right people ready. It will help you create a program to measure the talents of your people and how to help them grow in preparation for the future.
Workforce: Creating a Workplace Wellness Program	2	Whether you are creating a workplace wellness program from scratch, or enhancing what you already have, you're already on the right track! With increasing costs of health care, a shrinking workforce, and aging workers, a savvy workplace understands the value in supporting workers to improve their conditioning and to live a fitter lifestyle. This course includes all aspects of designing or upgrading a program, from concept through implementation, to review.
Workforce: Creative Thinking and Innovation	2	Creative thinking and innovation are vital components in both our personal and professional lives. However, many people feel as though they are lacking in creativity. What most of us do not recognize is that we are creative on a daily basis, whether it's picking out what clothes to wear in the morning or stretching a tight budget at work. While these tasks may not normally be associated with creativity, there is a great deal of creativity involved to get those jobs done. Recognizing and honing your own creative potential is a process. That's what this workshop is all about.
Workforce: Crisis Management	2	Viable organizations need to be ready for emergencies because they are a fact of doing business. The worst plan is not to have any kind of plan at all, and the best plans are tested and adjusted so that they work over time. Fortunately, you do not need separate plans for fire, weather disasters, and all the different kinds of crises that can occur. One solid plan will help you to prevent, respond, and recover from all crises. This course will help you ensure your organization is ready to manage any kind of crisis.
Workforce: Critical Thinking	2	The answer lies in critical thinking skills. The ability to clearly reason through problems and to present arguments in a logical, compelling way has become a key skill for survival in today's world. This workshop will give you some practical tools and hands-on experience with critical thinking and problem solving.
Workforce: CRM - An Introduction to Customer Relationship Management	1	As with many significant undertakings, undergoing a CRM review (even simply considering its implementation) requires learners to analyze technical and complicated systems. This one day course

		sorts through a myriad of information and brings you the basics you need to make a decision about the need for CRM, its benefits, and how to coordinate the base requirements for a CRM undertaking.
Workforce: Customer Service Training - Critical Elements of Customer Service	2	While many companies promise to deliver an incredible customer experience, some are better at delivering than others. This course is designed around six critical elements of customer service that, when the company lives them, bring customers back to experience service that outdoes the competition.
Workforce: Customer Service Training - Managing Customer Service	1	The need to lead, model, and promote the organizational values within a customer service environment is essential for business success. This workshop will provide you with opportunities to explore your responsibilities within your role as a leader (supervisor or manager) in a customer service environment.
Workforce: Delegation - The Art of Delegating Effectively	1	Delegation is often one of the hardest skills for a manager to master. However, the skill can be learned. This one-day workshop will explore many of the facets of delegation, including when to delegate and to whom to delegate. We will also go through the delegation process step by step and learn about techniques to overcome problems.
Workforce: Developing a High Reliability Organization	1	This course will explore how these organizations maintain high reliability even in times of serious crisis and stability. We will share their secrets in a way that can be applied to all organizations in order to create high reliability and continued success.
Workforce: Developing a Training Needs Analysis	1	This workshop will help you to gather the information, assess the data, and present your suggestions for training or non-training solutions.
Workforce: Developing Your Executive Presence	1	Some people immediately command attention and respect when they walk into a room. Do you have that kind of presence? If not, is it something that you would like to develop? This one-day workshop will help you do just that by building your credibility, improving your personal appearance, honing your networking skills, and enhancing your ability to communicate effectively. You will also receive an introduction to core leadership skills.
Workforce: Developing Your Training Program	2	Being knowledgeable and continuing to learn throughout your career can make you a very valuable asset. We also know that training and orientation for newly hired employees is a key factor in retention. This workshop is designed for a trainer who wants to develop training programs that are meaningful, practical, and will benefit both trainees and the organizations they work for

Workforce: Disability Awareness - Working with People with Disabilities	2	People with disabilities represent a significant and largely underutilized resource for businesses. Many disabled persons are underemployed or unemployed. As a result of advocates for diversity, as well as a shrinking labor pool, employers are taking a serious look at hiring and retaining people with disabilities. This workshop will give supervisors, managers, and human resource consultants' tools and tips for creating a diverse workplace.
Workforce: Diversity Training - Celebrating Diversity in the Workplace	1	One of the challenges for workplace leaders is how to help these diverse individuals work as a team. We all know what happens to organizations that don't have effective teamwork: they fail. And, failing to embrace diversity can also have serious legal costs for corporations. This workshop will give you ways to celebrate diversity in the workplace while bringing individuals together.
Workforce: Dynamite Sales Presentations	1	A great sales presentation does not demand that you have all the bells and whistles to impress the client with your technical skills. Rather, try impressing your clients with your knowledge of the products and services you sell and your understanding of their problems and the solutions they need. This workshop will show you how to create a winning proposal and how to turn it into a dynamite sales presentation.
Workforce: E-Commerce Management	1	As the global Internet population continues to grow, electronic commerce is growing as well. By the end of 2015, e-commerce is expected to generate over \$400 billion annually. This huge market encompasses traditional e-commerce, as well as m-commerce (which is growing faster than any other sector) and location-based e-commerce.
Workforce: Effective Planning and Scheduling	2	As project managers and leads, we all know how difficult it can be to accurately determine the duration of a project, yet that is exactly what is expected of us on a regular basis. This workshop will not disclose the secret of creating an accurate schedule, because there isn't one. However, it will provide the factors and fundamental elements that you should consider and address when creating any type of schedule. Participants should complete the Intermediate Project Management workshop prior to this course, or have equivalent knowledge.
Workforce: Emotional Intelligence	1	We have all worked with and listened to brilliant people. Some of them were great and... well, some were not so great. The mean and the meek and all those in between can teach us more than they realize. When we look at the truly extraordinary people who inspire and make a difference you will see that they do this by connecting with people at a personal and emotional level. What differentiated them was not their IQ but their EQ – their emotional

		intelligence. This one-day workshop will help you develop your emotional intelligence.
Workforce: Employee Accountability	1	Organizations who promote accountability are more successful and more productive. In this workshop, you will learn about what accountability is, how to promote it in your organization, and how to become more accountable to yourself and others
Workforce: Employee Dispute Resolution - Mediation through Peer Review	1	Have you ever been in a workplace situation where a supervisor has made a decision that you did not agree with? Did you wish that you could ask someone else what they thought of the decision; whether they would have done the same thing? The peer review process offers employees just that chance, using a formalized procedure to ask, consider, and resolve just these sorts of questions. This one-day workshop will teach you everything you need to know about employee dispute resolution through mediation.
Workforce: Encouraging Sustainability and Social Responsibility in Business	1	The ideas behind encouraging sustainability and social responsibility in business seem noble, as organizations commit to creating optimal circumstances for people to live and work. The reality is that every company, whether it is a micro-business or a large multinational corporation, can take steps to create sustainable, socially responsible environments that contribute to positive workplaces, communities, and futures.
Workforce: Entrepreneurship 101	3	Wouldn't it be nice to be your own boss, work on your own schedule, and make money doing something that you're passionate about? Millions of people around the world are living that dream and running their own business. This three-day course will teach you the basics of entrepreneurship. You'll consider if entrepreneurship is right for you and learn the basic steps of creating your own business. At the end of the course, you'll have a solid foundation to start your entrepreneurial journey
Workforce: Facilitation Skills	2	How can you facilitate, rather than control, group decision-making and team interaction? With no formal training, people may find it difficult to make the transition from instructors or managers to facilitators. This workshop has been created to make core facilitation skills better understood and readily available for your organization. It represents materials and ideas that have been tested and refined over twenty years of active facilitation in all types of settings.
Workforce: Generation Gap - Closing the Generation Gap in the Workplace	1	This course examines the history and reality of the generation gap, especially for recruiters and succession planning. In it, we will explore whether defining the actual limits of each generation is most important, or whether the merits of people within the context

		of employment is the bigger issue. After all, understanding others helps us to understand ourselves and to manage the people that we work with. We will also explore problems, solutions, and strategies to help overcome issues of the generation gap.
Workforce: Getting Stuff Done - Personal Development Boot Camp	2	Why are there so many different organizational systems and time management methods out there? The answer is simple: it's like any other personal challenge, like weight loss or money management. There is no simple, one size fits all answer. You must build a solution that works for you. Over the course of this two-day workshop, we will explore various time management and organizational tools and techniques so that you can build a customized productivity plan for your personal and professional lives. At the end of the course, you will emerge with a plan that works for you, so that you can start regaining control of your life!
Workforce: Getting Your Job Search Started	1	While looking for work can be an exciting time, it can also involve fear and discomfort about change and the unknown. Whether you are already in the midst of a job search or just thinking about it, this workshop will help you to determine what your skill set is made up of, the kind of work that is important and realistic to include in your search, and how to get started.
Workforce: Giving Effective Feedback	1	This one-day course is designed to help workplace leaders learn how to provide feedback any time that the message is due. Whether feedback is formal or informal, and whether it is provided to employees, peers, or someone else, there are ways that it can be structured to be effective and lasting. This course will help participants learn why the way we deliver feedback is important, how to deliver a message so that people accept it and make changes that may be needed, and how to accept feedback that we are offered.
Workforce: Global Business Strategies	3	Topics such as trade financing, regulatory considerations, international business planning, sustainability, and much more are included in this three-day course. The materials here are well suited for small and medium sized business leaders as they prepare to take their company into the global marketplace.
Workforce: Goal Setting	1	We all have things we want in life. The route to success is to take the things that we dream about and wish for, and turn them into reality. This one-day workshop will lead participants through thinking, planning, and taking action on the things they really want. They will learn ways to ensure that they get where they want to go in life.
Workforce: Hiring for Success - Behavioral Interviewing Techniques	2	Interviewing sounds easy enough: you arrange for a conversation between you and potential candidates, and then select the best person for a particular position. But what if you could refine the

		process in such a way that you were confident that you are selecting the right person? How do you separate the good from the great, when they have similar work experience and strengths to offer? This two-day workshop will give you the skills and tools to hire successful candidates.
Workforce: Human Resources Training - HR for the Non-HR Manager	3	In today's fast-moving world, many managers and supervisors are expected to deal with some human resource issues. They may be asked to take part in developing job descriptions, take part in interviews, or take responsibility for discipline. This three-day workshop will introduce those managers to human resource concepts. We will walk you through the hiring process, from performing a skills inventory to conducting the interview; discuss orientation; and cover some issues that arise after the hiring (such as diversity issues, compensation, and discipline).
Workforce: Influence and Persuasion	1	When we talk about influence and persuasion, we often talk about marketing and sales. However, we influence in many ways and with great frequency. If you want a raise, sometimes you need to persuade your boss. If you want to convince your team to adopt a change, help your staff make choices, or choose the best place for lunch, there is often influencing taking place. This workshop will help participants learn how to influence and persuade in a variety of areas.
Workforce: Intermediate Project Management	1	This workshop is intended for participants who understand the conceptual phase of a project's life cycle, including setting goals, creating a vision statement, and creating the Statement of Work. This course will take participants through the remaining three stages: planning, execution, and termination.
Workforce: Intrapreneurship	1	Who wants to feel empowered and recognized for their innovative and creative ideas? Who wants to make a difference? If you answered yes to these questions, then this course will help you become energized and ready to push your ideas forward. After you complete this workshop, you will have ways to get started and implement your plans.
Workforce: Introduction to E-Mail Marketing	2	E-mail marketing is here to stay, and knowing how to do it well is essential for marketers as well as small business owners, coaches, and consultants. In this workshop you'll learn the essentials of planning, creating, and delivering exceptional e-mail marketing campaigns that support your overall marketing strategy. After this workshop, you will be able to reach more clients and potential clients through your efforts at being an e-mail influencer.
Workforce: Introduction to Neuro Linguistic Programming	1	Your brain, thoughts, and behavior are at the core of everything that you do every day, even if you aren't aware of it. In order to truly achieve the results that you want to achieve, you must master

		the art of bringing your unconscious thoughts to the surface, so that you can have real choice over how you interact with and respond to the world. Neuro linguistic programming can give you the tools to do just that. In this one-day introductory workshop, you will learn the basics of neuro linguistic programming. We will give you the tools to manage your thoughts, and thereby manage yourself.
Workforce: Inventory Management - The Nuts and Bolts	1	This course will discuss all aspects of inventory management, including common terms, the inventory cycle, how to maintain inventory accuracy, and what some of the latest trends are.
Workforce: Kickstarting Your Business with Crowdsourcing	1	Today's fast-paced marketplace demands that businesses think fast. Crowdsourcing can help all types of businesses keep on top of trends and stay competitive. This one-day course will show you how to leverage all types of crowdsourcing (including microwork, macrowork, crowdvoting, crowdcontests, crowdwisdom, and crowdfunding) to kickstart your business' growth.
Workforce: Knowledge Management	2	The theory of knowledge management has emerged to help us harness and enhance both the individual and collective brain power of our businesses. This workshop will introduce you to knowledge management tips, techniques, and proven processes.
Workforce: Leadership Skills for Supervisors - Communication, Coaching, and Conflict	1	Supervisors represent an important force in the economy You are the crucial interface between the employee on the shop floor or the service desk and the managers of the organization. Although you usually have more technical experience than the employees you supervise, you may not have had a lot of leadership experience. This course will give you the skills in communication, coaching, and conflict that you need to be successful.
Workforce: Lean Process Improvement	2	Lean principles have come a long way over the past 300 years. From Benjamin Franklin's early ideas, to Henry Ford's work in the 1920's and the Toyoda precepts in the 1930's, to Jeffery Liker's publication of The Toyota Way in 2004, Lean processes have evolved from a simple concept to a set of widely used best practices. This course will give participants the foundation to begin implementing Lean process improvement tools in their workplace.
Workforce: Logistics and Supply Chain Management	1	This course will introduce you to the basic concepts of supply chain management, including the basic flow, core models, supply chain drivers, key metrics, benchmarking techniques, and ideas for taking your supply chain to the next level.
Workforce: Making Training Stick	1	The good news is that all training can be useful and applicable if the trainer keeps some simple tips in mind when developing and applying training. We all learn differently, but there are some truths about learning that can be applicable to most groups and can be tweaked to fit any training session.

Workforce: Managing Across Cultures	1	This course will give supervisors and managers easy-to-use techniques for communicating across cultures, building teams, promoting multiculturalism in the organization, and leveraging the global talent pool.
Workforce: Managing Difficult Conversations	1	We have so many interactions in the run of a day, it's reasonable to expect that some of them are going to be difficult. Whether these are conversations that you have in person, or you manage a virtual team and need to speak with someone in another city, there are things that you can do to make these conversations go smoothly. This workshop will give you the tools to manage difficult conversations and get the best results possible out of them.
Workforce: Managing Pressure and Maintaining Balance	1	When things are extremely busy at work and you have your hands full with many tasks and dealing with difficult people, having skills you can draw on are essential for peace of mind and growth. This one-day course will help participants understand the causes and costs of workplace pressure, the benefits of creating balance, and how to identify pressure points. They will also learn how to apply emotional intelligence, increase optimism and resilience, and develop strategies for getting ahead.
Workforce: Managing the Virtual Workplace	1	There are big benefits to today's virtual workplace, but there can be big challenges, too. This course will teach managers and supervisors how to prepare employees for the virtual workplace, create telework programs, build virtual teams, leverage technology, and overcome cultural barriers.
Workforce: Marketing and Sales	1	A small marketing budget doesn't mean you can't meet your goals and business objectives. You just have to be more creative in your marketing tactics. This workshop will show you how to get maximum exposure at minimum cost. You will learn effective, low-cost, and non-cost strategies to improve sales, develop your company's image, and build your bottom line.
Workforce: Marketing for Small Businesses	2	Marketing is about getting your business known and building your position within the marketplace. Small businesses don't always have a big budget for marketing, so they have to do things a little differently than big business in order to grow their presence, increase results, and meet business goals. This two-day workshop will help small business owners and managers develop their marketing message, create a marketing plan, and apply the right strategies.
Workforce: Marketing with Social Media	2	Social media remains an evolving aspect of our daily lives in addition to being a part of our businesses. This course is designed for people who have some familiarity with social media already. Participants will learn to develop a social media marketing plan as a part of their overall marketing strategy, determine who should be

		on their team, and choose how they will measure what is taking place. In addition, we will explore some of the major social media sites and look at how specialty sites and social media management tools can take their social media marketing to the next level.
Workforce: Mastering the Interview	1	The interview is one of the key elements of the job search process. As with any skill, we can get better at it with preparation and practice. In this workshop, participants will explore how to prepare for an interview and become familiar with the types of questions to expect, as well as the questions they should think about asking. They will learn how to prepare for second interviews, testing, and shadowing, as well as how to follow up on their interview sessions.
Workforce: Measuring Training Results	1	In this workshop, we'll explore the essential elements in evaluating training and measuring results, while creating a process that is simple for trainers and human resource practitioners to implement
Workforce: Meeting Management - The Art of Making Meetings Work	1	Meetings come in all shapes and sizes, from the convention to a quick huddle in an office hallway. This workshop will be concerned with small working meetings; with groups that have a job to do requiring the energy, commitment, and talents of those who participate.
Workforce: Motivation Training - Motivating Your Workforce	1	This workshop will help supervisors and managers create a more dynamic, loyal, and energized workplace. It is designed specifically to help busy managers and supervisors understand what employees want, and to give them a starting point for creating champions.
Workforce: Negotiating for Results	2	Negotiating is a fundamental fact of life. Whether you are working on a project or fulfilling support duties, this workshop will provide you with a basic comfort level to negotiate in any situation. This interactive workshop includes techniques to promote effective communication and gives you techniques for turning face-to-face confrontation into side-by-side problem solving.
Workforce: Networking for Success	2	Business networking is an effective and efficient way for business people to connect, develop meaningful relationships, and grow their businesses. These achievements don't come through a direct sales approach, however. They come from being interested in helping others, in listening, and in purposefully meeting and introducing people to one another. In this course, you'll learn the essential ingredients for business networking, including in-person, people-centered connections and online spaces such as LinkedIn.
Workforce: NLP Tools for Real Life	1	This workshop will give you some hands-on experience with important NLP techniques, including anchoring, establishing congruency, developing rapport, creating outcomes, interpreting and presenting information efficiently, and even some self-hypnosis techniques. To get the most out of this workshop,

		participants should first complete An Introduction to Neuro Linguistic Programming.
Workforce: Onboarding – The Workforce: Essential Rules for a Successful Onboarding Program	2	This two-day workshop will explore the benefits of onboarding, show you how to design an onboarding framework, give you ways to customize the program for different audiences (including managers and executives), and demonstrate how to measure results from the program. (Statistics from a 2007 study by the Wynhurst Group)
Workforce: Orientation Handbook - Getting Employees Off to a Good Start	2	A thoughtful new employee orientation program, coupled with an employee handbook (or website) that communicates workplace policies, can reduce turnover and those reductions save your organization money. Whether your company has two employees or a thousand employees, don't leave employee retention to chance. Engage them from the moment they are hired; give them what they need to feel welcome, and let them impress you with what they bring to your company. This workshop is just the start that you need!
Workforce: Overcoming Objections to Nail the Sale	1	If you are like most sales professionals, you are always looking for ways to overcome customer objections and close the sale. This one-day course will help you to work through objectives effectively. We will help you plan and prepare for objections so that you can address customer concerns, reduce the number of objections you encounter, and improve your averages at closing sales.
Workforce: Performance Management - Managing Employee Performance	1	Inspiring someone to be their best is no easy task. Just how do you manage for optimum performance? How do you create a motivating environment that encourages people to go beyond their best? This one-day workshop will give you some of those skills.
Workforce: Personal Brand - Maximizing Personal Impact	2	This course is a two-day exploration about the type of impact we want to have in life and work. Participants will consider and define the influence that they can have on their life and work. They will also learn skills for success and how to create those circumstances.
Workforce: Problem Solving and Decision Making	2	The key to finding creative solutions is not just creativity, although that will certainly help. The answer rests in our ability to identify options, research them, and then put things together in a way that works. Having a process to work through can take the anxiety out of problem solving and make decisions easier. That's what this workshop is all about.
Workforce: Process Improvement with Gap Analysis	1	This course will give you the skills that you need to perform an effective gap analysis that will solve problems, improve processes, and take your project, department, or organization to the next level.

Workforce: Project Management Fundamentals	1	This workshop is not intended to take participants from a supervisory or administrative position to that of a project manager. However, these topics will familiarize them with the most common terms and practices in terms of working on projects.
Workforce: Project Management Training - Understanding Project Management	3	In this workshop, we will walk you through the nuts and bolts of project management, from setting priorities to controlling expenses and reporting on the results. You may still have to cope with the unexpected, but you'll be better prepared.
Workforce: Prospecting for Leads Like a Pro	1	In this one-day workshop, you will become skilled at prospecting and learn the 80/20 rule. After this course, you will know who to target and how to target them, and commit to do some prospecting every day through warming up cold calls, following up on leads, or networking. You will also build your personal prospecting plan and learn how to ensure your future by planting seeds daily.
Workforce: Public Relations Boot Camp	2	In this comprehensive course, you will learn how to determine the type of information required, to approach PR strategically, create compelling releases, and manage your media relations.
Workforce: Public Speaking - Presentation Survival School	2	A great presenter has two notable qualities: appropriate skills and personal confidence. Confidence comes from knowing what you want to say and being comfortable with your communication skills. In this two-day workshop, you will master the skills that will make you a better speaker and presenter.
Workforce: Public Speaking - Speaking Under Pressure	2	This workshop has been designed for those in positions where they must speak in front of audiences that are hostile or demanding. This course is aimed at improving your skills and learning some new techniques which will give you the persuasive edge when you are making a presentation, fielding difficult questions, or presenting complex information.
Workforce: Purchasing and Procurement Basics	2	In this course, students will learn the basics of procurement, including what a supply chain looks like, the purchasing cycle, essential tools and strategies for making the best purchasing relationships work, managing bids, and more
Workforce: Research Skills	1	This workshop will teach you how to research any topic using a number of different tools. We will start with basic techniques, such as reading, memory recall, note-taking, and planning. We will also talk about creating different kinds of outlines for different stages of your project, and how to move from the outline to actual writing, editing, and polishing. Most importantly, we will talk about how to use all kinds of sources, including a library's Dewey Decimal System, journals, and the Internet. After you complete this course,

		you'll be ready to find reliable information on any topic, and turn that information into a compelling, accurate piece of writing.
Workforce: Risk Management	1	The risk management framework provided in this workshop is flexible enough for any organization. You can apply it to a single project, a department, or use it as a basis for an enterprise-wide risk management program.
Workforce: Safety in the Workplace	1	Workplace accidents and injuries cost corporations millions of dollars and thousands of hours lost every year. They also have a profound, often lifelong impact on workers. Introducing a safety culture into your organization, where safety is valued as an integral part of the business's operation, not only saves the business time and money, it also builds a committed, loyal, healthy workforce. This workshop will give you the foundation to start building your safety culture.
Workforce: Self-Leadership	1	Self-leadership requires a commitment from individuals to decide what they want from life and to do what's necessary to get the results they want. This workshop will help participants internalize the four pillars of self-leadership and to make meaningful, empowered choices while taking action to get where they want to go.
Workforce: Selling Smarter	1	This is an exciting and dynamic profession, although it is often underrated and misunderstood. The back-slapping, high pressure, joke-telling sales person has disappeared. In his place is a new generation of sales professionals: highly trained and well groomed, with the characteristics of honesty, trustworthiness, and competence. This one-day workshop will help you learn how to be one of those smart sales professionals!
Workforce: Skills for the Administrative Assistant	2	Work is not the only thing that matters in life, but most of us want to take pride in what we do. While we don't have to like the people we work with, or report to, at the very least we should be able to interact positively with them. The biggest influence on job satisfaction is our relationship with others. Our work should not be a burden to us and our offices shouldn't be battlefields. We are human beings working with other human beings. This two-day workshop is about working to the best of your abilities, and encouraging the best in those who work with you, or for you.
Workforce: Strategic planning	2	If you and the people who work with you don't understand where the company is going, they may all develop their own priorities and actually prevent you from getting where you need to be. Part of getting everyone on board is creating a strategic plan complete with the organization's values, vision, and mission. Then, there's the challenge of bringing these principles to life in a meaningful

		way that people can relate to. This course will help you describe what you want to do and get people where you want to go.
Workforce: Stress Management	1	Today's workforce is experiencing job burnout and stress in epidemic proportions. Workers at all levels feel stressed out, insecure, and misunderstood. Many people feel the demands of the workplace, combined with the demands of home, have become too much to handle. This workshop explores the causes of such stress, and suggests general and specific stress management strategies that people can use every day.
Workforce: Survival Skills for the New Trainer	1	If you are thinking about becoming a trainer, or have started doing some training already and want to know more about what will help you to become an excellent trainer, this workshop will help. This workshop is designed as an exploration of the essential skills that trainers need to develop, and to get you started in the learning process in an interactive and fun environment.
Workforce: Team Building - Developing High Performance Teams	3	Success as a manager is heavily influenced by how well your team operates and what kind of results they achieve. Is your team able to solve problems? Can they resolve conflict? Are they enthusiastic and motivated to do their best? Do they work well together? This three-day workshop is designed for participants who want to develop their team leadership skills and unleash the talent of their individual team members.
Workforce: Telemarketing - Using the Telephone as a Sales Tool	1	This workshop will show you how the telephone can supplement, enhance, and sometimes replace other means of marketing and selling, and how this personal approach can dramatically increase your sales success. We will also talk about how to hone your communication skills, your ability to persuade, and techniques to personalize each sales call.
Workforce: The ABC's of Supervising Others	2	This workshop is for people who are new supervisors or who are interested in a supervisory position, as well as those who are team leads or part-time supervisors without a great deal of authority. This course is designed to help participants overcome many of the supervisory problems that they will encounter as a workplace leader. Dealing with the problems that a new supervisor encounters isn't easy, but it doesn't have to lead to discouragement.
Workforce: The Minute Taker's Workshop	1	If people can't remember or agree on what actually occurred at a meeting, how can the group effectively accomplish its objectives? After this one-day workshop you will understand your role as a minute-taker and the best techniques for producing minutes that include all the essential information needed.
Workforce: The Practical Trainer	3	People who work as trainers are often put into difficult situations without much understanding of what training is or how to do it well. We know that being a good trainer is the result of developing

		skills to bring information to an audience. This information will then engage, empower, and encourage continued learning and development. This course will give you the skills that you need so that your students not only learn, but also enjoy the process, retain information shared, and use their new skills back in the workplace.
Workforce: The Professional Supervisor	3	With a host of new challenges and responsibilities to tackle, new supervisors need training that helps them adjust to their new role. Learning how to supervise your new employees on a trial and error basis can lead to discouragement. This workshop can help you overcome many of the problems a new supervisor may encounter, and to set the groundwork for a successful change in your working life!
Workforce: Time Management - Get Organized for Peak Performance	1	Time is money, the saying goes, and lots of it gets lost in disorganization and disruption. We also deal with a constant barrage of technology, people, and tasks that can contribute to that disorganization. Many people find that they flit from one task to another, trying to get everything done. In this one-day workshop, you will learn how to make the most of your time by getting a grip on your workflow and office space, using your planner effectively, and delegating some of your work to other people.
Workforce: Tough Topics - Talking to Employees about Personal Hygiene	1	This workshop has two major themes. First, we'll give you a framework for having those tough conversations. We'll also give you some guidelines for customizing that framework for your organization. Then, we'll look at some common tough conversations that come up, including body odor, flatulence, poor clothing and hair decisions, and bad breath. At the end of the workshop participants will have a chance to role play a tough situation. You'll walk away well prepared for any kind of challenging conversation.
Workforce: Training with Visual Storytelling	1	Training is constantly evolving, just as the needs and desires of learners are constantly changing. This course is for trainers who are ready to make their training stronger, more memorable, and more engaging for learners by using visual storytelling and graphical techniques to create better learning experiences that lead to better retention.
Workforce: Using Activities to Make Training Fun	1	The good news is that humor can help you make your training sessions just as engaging as those fun social occasions. Even better, you don't need to be the class clown or an award-winning comedian to do it. This workshop will help you identify what kind of humor you can bring to the classroom, and how games can help you engage your participants

Workforce: Working Smarter - Using Technology to Your Advantage	2	Technology is supposed to make life easier and simpler, but most managers find themselves cleaning up the messes caused by too many gadgets. This two-day workshop will show you how to leverage technology to work smarter, not harder.
Workforce: Workplace Ergonomics - Injury Prevention Through Ergonomics	2	The human body is a fragile system, and we put many demands on it every day. Activities like reaching to get supplies off of a shelf, sitting in front of a computer for hours every day, and moving heavy products around the shop can all take a toll on our bodies. In this workshop, you will learn how to make your environment as ergonomic as possible
Workforce: Workplace Harassment - What It Is and What To Do About It	2	In 2012 alone, the US Equal Employment Opportunity Commission ordered that \$365,400,000 (that's 365.4 million dollars!) be paid out for discrimination and harassment charges. No wonder companies are working to be more proactive in preventing harassment. But how do you prevent harassment from occurring? What sorts of policies should be in place? What should managers do to protect their employees? And if a complaint is filed, what will we do? All of these questions (and more!) will be answered in this two-day workshop.
Workforce: Workplace Violence - How to Manage Anger and Violence in the Workplace	3	Violence of any sort has many roots. Sometimes there are warning signs of workplace violence, but this is not always the case. It is up to us to learn whatever we can to prevent, identify, and mitigate any threats, and this comprehensive workshop includes everything a workplace leader needs to get started.
Workforce: Writing a Business Plan	2	This course is designed for business owners and entrepreneurs who are ready to create a business plan. All the essential steps are covered, including drafting the original document; identifying the audience; gathering information; researching; describing product plans; and marketing, sales, and accounting terms. Students will come away from the course energized and prepared to write their business plan.
Workforce: Writing for the Web	1	The Internet is full of fascinating places to find information, check out your favorite companies and stores, look for deals, read the news, and much more. However, people don't read information on the web in the same way that they read a printed newspaper, magazine, or a book. As writers, we have to be very aware of how people approach a web page so that we can create interesting and engaging content. This one-day course is for people who write for readers on the web.
Workforce: Writing Reports and Proposals	1	It is essential to understand how to write reports and proposals that get read. We write reports in a range of formats and a variety of purposes. Whether you need to report on a product analysis, inventory, feasibility studies, or something else, report writing is a



	skill you will use again and again. Having a method to prepare these documents will help you be as efficient as possible with the task. This course will build on a solid base of writing skills to present information in formal, informal, and proposal styles.
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