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Project Management Library

Project Management

Project Management Professional (PMP)® Series

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

Project Management Overview

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

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

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

Managing Projects within Organizations

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

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

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

Project Management Process Groups

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

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

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

Execution, Monitoring and Controlling

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

In LearnSmart’s Execution, Monitoring and Controlling course, students will learn about two significant processes that are part of the Project Management Institute’s Project Management Body of Knowledge (PMBOK®): the Direct and Manage Project Execution and the Monitor and Control Project work processes. Activities related to these processes represent the bulk of a project manager’s duties during a project. At the conclusion of this course, you’ll more fully understand the intricacies of leading a project team through project activity execution, monitoring and control. This course counts as 2.00 contact hour formal education towards Project Management Institute, Inc., PMP® certification eligibility.

Direct and Manage Project Execution..... 640_001
Monitoring and Controlling the Project.... 640_002
Project Change Control and Closure
Course Number: 641
Time: 90 Minutes
Number of Quizzes: 4 Quizzes
PMI Activity Number: 013595
Contact Hours: 1.50

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

Initiation Basics, Developing a Project Charter and Project Management Plan
Course Number: 642
Time: 120 Minutes
Number of Quizzes: 3 Quizzes
PMI Activity Number: 013596
Contact Hours: 2.00

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

Collecting Requirements and Defining Scope
Course Number: 643
Time: 105 Minutes
Number of Quizzes: 3 Quizzes
PMI Activity Number: 013597
Contact Hours: 1.75

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

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

Monitor and Control Project Scope
Course Number: 644
Time: 90 Minutes
Number of Quizzes: 4 Quizzes
PMI Activity Number: 013598
Contact Hours: 1.50

A critical factor in the success of a project is the project manager’s ability to monitor and control the scope of the project. During the implementation of processes within the Planning Process Group, a great amount of effort and planning goes into the collection of project requirements, the creation of a work breakdown structure, and the definition of the project’s scope. LearnSmart’s Monitor and Control Project Scope will teach you about the important principles and best practices employed by project managers to safeguard the scope of their projects. In addition, you’ll learn about the Project Management Institute’s Verify Scope and Control Scope processes, and how these processes are related to the Project Scope Management Knowledge Area. This course counts as 1.50 contact hours formal education towards Project Management Institute, Inc., PMP® certification eligibility.

Course Introduction.................................. 644_001
Scope Verification.................................... 644_002
Controlling Project Scope ......................... 644_003
Defining and Sequencing Project Activities
Course Number: 645
Time: 90 Minutes
Number of Quizzes: 1 Quiz
PMI Activity Number: 013599
Contact Hours: 1.50

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

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

Developing and Controlling the Project Schedule
Course Number: 646
Time: 90 Minutes
Number of Quizzes: 2 Quizzes
PMI Activity Number: 013600
Contact Hours: 1.50

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

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

Estimating Activity Resources and Durations
Course Number: 647
Time: 75 Minutes
Number of Quizzes: 3 Quizzes
PMI Activity Number: 013601
Contact Hours: 1.25

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

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

Controlling Costs
Course Number: 648
Time: 75 Minutes
Number of Quizzes: 3 Quizzes
PMI Activity Number: 013602
Contact Hours: 1.25

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

Estimating & Budgeting Project Costs
Course Number: 649
Time: 135 Minutes
Number of Quizzes: 4 Quizzes
PMI Activity Number: 013603
Contact Hours: 2.25

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

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

Project Quality Planning
Course Number: 650
Time: 105 Minutes
Number of Quizzes: 3 Quizzes
PMI Activity Number: 013604
Contact Hours: 1.25

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

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

Quality Assurance and Cost Control
Course Number: 651
Time: 120 Minutes
Number of Quizzes: 3 Quizzes
PMI Activity Number: 013605
Contact Hours: 2.00

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

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

Managing Projects for Human Resources
Course Number: 956
Time: 75 Minutes
Number of Quizzes: 3 Quizzes
PMI Activity Number: 013628
Contact Hours: 1.25

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

Develop Project Team ........................................... 956_001
Manage Project Team ........................................... 956_002

**Planning Projects for Human Resources**

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

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

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

**Processes for Managing Project Communications**

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

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

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

**Stakeholders and the Communication Management Plan**

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

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

Overview of Project Communication Management ............... 671_001
Identifying Project Risks
Course Number: 652
Time: 105 Minutes
Number of Quizzes: 3 Quizzes
PMI Activity Number: 013606
Contact Hours: 1.75

In LearnSmart’s Identifying Project Risks course, you will learn about the Identify Risk process as outlined in PMBOK. The Cost Management Plan will be used to identify risk in regard to the cost constraints, or budget, of a project. The Schedule Management Plan will be used to identify risks associated with project development, especially predecessors and successors, and how risk can impact their ability to meet a project’s critical path. The Quality Management Plan will be used to help determine the risks associated with integrating quality within work packages, or at the activity level. The Human Resource Plan helps detail risks associated with resource availability and their aptitude in regard to project deliverables. This helps ensure that the project manager has the right people at the right time to develop project deliverables. Additional inputs are all reviewed and taken into consideration to help drive and determine potential risk within a project. Upon completion of this course, you will know the required details and understand the skills required to identify project risk, and will have gained experience in detailing project plans, understanding assumptions, be able to revert to prior project artifacts for historical reference, and understand the need for organization within a project and the requirement for keeping accurate records and project artifacts. This course counts as 1.75 contact hours formal education towards Project Management Institute, Inc., PMP® certification eligibility.

Risk Management Planning
Course Number: 654
Time: 90 Minutes
Number of Quizzes: 3 Quizzes
PMI Activity Number: 013608
Contact Hours: 1.50

Through LearnSmart’s Risk Management Planning course, you will gain a working knowledge of the Project Risk Management knowledge area and the six processes that are aligned within the Project Planning and Project Monitoring and Control process groups. You will learn to develop a Risk Management Plan that will be used throughout the course of the project to provide guidance and direction to the project management team and detail processes and planned activities that are expected to be applied throughout the project. Plus, you will learn to assimilate risk processes to project life cycle work and be able to determine the tools and techniques required to quantify risk as it relates to activities that are developed within a project. This course counts as 1.50 contact hours formal education towards Project Management Institute, Inc., PMP® certification eligibility.

Risk Response, Monitor and Control
Course Number: 655
Time: 75 Minutes
Number of Quizzes: 3 Quizzes
PMI Activity Number: 013609
Contact Hours: 1.25

Upon completion of LearnSmart’s Risk Response, Monitor and Control course, you will have gained an appreciation of the intricacies involved with planning appropriate risk response activities along with monitoring and controlling project risk. Planning risk response is the process of developing options that either reduce threats or promote opportunities. By quantifying and analyzing the probability and impact of risk’s occurrence. While risk exists within every project, the degree of risk based upon probability and impact is what helps determine the type of corrective or preventive action that the project team will perform. Within this course, you will review process inputs, tools, techniques and outputs attributed to the Perform Risk Analysis process. This course counts as 2.00 contact hours formal education towards Project Management Institute, Inc., PMP® certification eligibility.

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

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

Performing Risk Analysis
Course Number: 653
Time: 120 Minutes
Number of Quizzes: 3 Quizzes
PMI Activity Number: 013607
Contact Hours: 2.00

All projects experience some degree of risk throughout the project life cycle. Risk can be negative, in the form of a threat to a project; or positive, in the form of an opportunity. Perform Risk Analysis is the process of prioritizing risks for further analysis or action by combining and assessing the probability and impact of risk’s occurrence. While risk exists within every project, the degree of risk based upon probability and impact is what helps determine the type of corrective or preventive action that the project team will perform. Within this course, you will review process inputs, tools, techniques and outputs attributed to the Perform Risk Analysis process. This course counts as 2.00 contact hours formal education towards Project Management Institute, Inc., PMP® certification eligibility.
risks at the activity level, the project team has the ability to prioritize risks and optimize plan of action so that resource and budget constraints are taken into consideration. This helps maintain equilibrium within the project and helps deliver its products on time and within budget. This process occurs after quantitative risk analysis activities are complete when each risk response is based upon a thorough understanding of how it will address and impact the risk. Risk response activities also identify accountable individuals and groups responsible for the agreed-upon mitigation and ownership of any potential issue should one arise. This course counts as 1.25 contact hours formal education towards Project Management Institute, Inc., PMP® certification eligibility.

Plan Risk Responses ........................................ 655_001
Monitor and Control Risks ............................... 655_002

Managing Procurement During Your Project
Course Number: 657
Time: 90 Minutes
Number of Quizzes: 3 Quizzes
PMI Activity Number: 013610
Contact Hours: 1.50

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

Conduct Procurements .................................. 657_001
Administer Procurements ......................... 657_002

Close Procurements ........................................ 657_003

Planning Procurement for Your Project
Course Number: 658
Time: 90 Minutes
Number of Quizzes: 3 Quizzes
PMI Activity Number: 013611
Contact Hours: 1.50

As a project manager, your role will be to facilitate, or you might even say orchestrate, all activities that pertain to developing the product of a project. In doing so, you’ll be gathering information, communicating with stakeholders and developing plans that the project team will use throughout the project lifecycle. Part of those plans and directions pertain to the purchase of goods and services needed within the project. This is the Project Procurement Management knowledge area. Within this course, you will learn the definition of procurement and the value of procurement processes to project activities. You will also cover procurement contracts to understand the different types of contracts that exist; why there are different types of contracts, and who benefits by the stipulations inherent to a specific type of contract. Upon completion of this course, the student will be well-versed in the definition of procurement as it pertains to project management along with the plan procurement management processes identified within the Project Procurement Management knowledge area. This course counts as 1.50 contact hours formal education towards Project Management Institute, Inc., PMP® certification eligibility.

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

Stakeholder Identification and Planning
Course Number: 1135
Time: 60 Minutes
Number of Quizzes: 3 Quizzes
PMI Activity Number: 1135
Contact Hours: 1.00

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

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

**Project Stakeholder Engagement and Communication**

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

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

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

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

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

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

*The preceding 27 courses make up the 35 contact hours required to sit for the PMP® certification. PMP® is a registered mark of the Project Management Institute, Inc.*
Appraising performance is a continuous process, one that should bring out the best in both a manager and his or her employees. When handled properly and effectively, it can encourage – even inspire – people to strive toward personal growth and improvement. LearnSmart’s Appraising Performance course deals with planning – developing a performance plan that includes realistic, meaningful performance goals – and the unique role of the manager in today’s workplace, where telecommunication fosters relationships with employees you never see. Specific topics include performance goals, motivational techniques, and systematic performance assessment. This course qualifies for 3.50 PDU credits toward Project Management Institute PMP® recertification.

In the business world, effective communication is an essential part of getting things done – specifically, getting things done right, the first time. Memos, letters, presentations and meetings are the means by which we communicate. This course deals with how to develop them – what to include and what not to include – for that’s what dictates how well we communicate. This course qualifies for 1.50 PDU credits toward Project Management Institute PMP® recertification.

LearnSmart’s Coaching with Confidence video training course teaches the importance of communication, leadership, and a way of thinking that others feel compelled to follow. Students will learn that it’s not what coaches are, but what coaches do that has the most value. Coaching with Confidence contains all the essentials that people need to be the best coaches they can be – for themselves, and for their teams. This course qualifies for 5.00 PDU credits toward Project Management Institute PMP® recertification.
**Effective Presentation Skills**

Course Number: 880  
Time: 30 Minutes  
Number of Quizzes: 6 Quizzes  
PMI Activity Number: 012764  
PMI PDUs: 1.00

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

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

**Effective Delegation**

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

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

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

**Email Etiquette**

Course Number: 501  
Time: 150 Minutes  
Number of Quizzes: 4 Quizzes  
PMI Activity Number: 013316  
PMI PDUs: 2.50

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

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

**Facilitating Meetings and Groups**

Course Number: 498  
Time: 420 Minutes  
Number of Quizzes: 6 Quizzes  
Number of Labs: 3 Labs  
PMI Activity Number: 013287  
PMI PDUs: 7.00

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

- Introduction .................................................. 498_001  
- Characteristics of a Successful Facilitator .......... 498_002  
- The Facilitative Process .................................. 498_003  
- Internal vs. External Facilitators .................... 498_004  
- Conventional Groups vs. Participatory Groups .... 498_005  
- Facilitation Tools and Techniques ..................... 498_006  
- Facilitating Meetings and Work Groups ............ 498_007  
- Facilitating Difficult Situations ....................... 498_008  
- Facilitative Options ...................................... 498_009  
- Facilitative Leadership .................................. 498_010  
- Creating a Supportive Learning Environment .... 498_011
Making Humor Work at Work

Course Number: 492
Time: 60 Minutes
Number of Quizzes: 4 Quizzes
Number of Labs: 2 Labs
PMI Activity Number: 012767
PMI PDUs: 1.00

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

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

Mentoring that Matters

Course Number: 489
Time: 420 Minutes
Number of Quizzes: 4 Quizzes
Number of Labs: 9 Labs
PMI Activity Number: 013140
PMI PDUs: 3.00

Mentoring has been shown to help improve performance, enhance confidence, add motivation and perspective, and foster problem-solving skills, giving employees an overall boost in their standing within the company. LearnSmart’s Mentoring that Matters course teaches managers, supervisors, and team leaders how to start a mentoring relationship, the benefits to both mentor and “mentee,” problem-solving, and challenges. This course qualifies for 5.00 PDU credits toward Project Management Institute PMP® recertification.

Introduction .......................................................... 489_001
Understanding the Difference ...................................... 489_002
Understanding the Benefits ......................................... 489_003
Developing a Mentoring Program .................................. 489_004
The Psychology of Mentoring ...................................... 489_005
Communication Skills ............................................... 489_006
Teaching and Learning .............................................. 489_007
Motivation .................................................................. 489_008

Negativity in the Workplace

Course Number: 488
Time: 240 Minutes
Number of Quizzes: 4 Quizzes
Number of Labs: 4 Labs
PMI Activity Number: 013136
PMI PDUs: 3.00

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

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

Successful Negotiation

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

One of the more valuable skills to have in life and in business is the ability to negotiate effectively. After all, a successful negotiator can generate valuable returns and preserve relationships in the process. In Successful Negotiation, you’ll get a comprehensive overview of how to be an effective negotiator. You’ll learn that negotiation is not all about “defeating” your competitors, but rather that negotiation is about reaching a mutually beneficial solution that keeps everyone happy. This course contains all the essentials you need to become the best negotiator you can be – in both your professional and personal life. This course qualifies for 1.00 PDU credits toward Project Management Institute PMP® recertification.

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

The Change Process
Course Number: 532
Time: 150 Minutes
Number of Quizzes: 4 Quizzes
Number of Labs: 3 Labs
PMI Activity Number: 013317
PMI PDUs: 2.50

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

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

Successful Hiring
Course Number: 515
Time: 75 Minutes
Number of Quizzes: 5 Quizzes
PMI Activity Number: 515
PMI PDUs: 1.00

Successful Hiring will show you the guidelines and procedures that will dramatically increase your percentage of successful hires. This course will provide you with an understanding of the key steps you should follow in the hiring process; what factors you should take into account when hiring someone; how to pre-screen potential hires; what you legally can and cannot do when hiring an employee; how to advertise for the position; and how to conduct a meaningful interview. This course qualifies for 1.00 PDU credits toward Project Management Institute PMP® recertification.

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

Successful Termination
Course Number: 512
Time: 75 Minutes
Number of Quizzes: 4 Quizzes
PMI Activity Number: 512
PMI PDUs: 1.25

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

Diversity and Employment Compliance

ADA Compliance in Business
Course Number: 513
Time: 75 Minutes
Number of Quizzes: 5 Quizzes
PMI Activity Number: 513
PMI PDUs: 1.00

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

Knowing the ADA.......................................... 513_001
The ADA & Hiring................................. 513_002
Living with the ADA................................. 513_003
successfully terminate an employee. **This course qualifies for 1.25 PDU credits toward Project Management Institute PMP® recertification.**

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

**Understanding Business Ethics**

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

In LearnSmart Business Ethics LearnSmart Video Training you’ll learn the important principles of ethics as they relate to your business and professional environment. Understanding and practicing ethical behavior plays a critical role in your professional career. Your ethical reputation is important because it sets the tone for how your actions are perceived by colleagues, customers and clients. Ethical behavior can make the difference when you or your company are in line for a new contract or business opportunity. Perhaps more importantly, there are often very strict laws and rules of conduct established by the authorities that you’re obligated to follow. When you fail to meet these laws, the consequences can be severe both for you and your employer or company. **This course qualifies for 2.00 PDU credits toward Project Management Institute PMP® recertification.**

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

**Leadership and Management**

**Advanced Management Skills**

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

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

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

**Business Execution Series**

**Execution Strategies**

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

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

Introduction........................................... 541_001
Adopting an Execution Culture..................... 541_002

**Inspiring Workplace Excellence**

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

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

Introduction ............................................. 934_001
Business Execution in Action..................... 934_002

**Turning Ideas into Actions**

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

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

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

**Front-Line Leadership Series**

**Leadership Challenges**

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

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

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

**Changes in Corporate Culture**

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

A company’s organizational structure has a significant impact on how well a company performs and how well its employees work together to achieve common goals. In this course, you will learn the characteristics of a healthy organizational culture. You will gain insight into understanding workplace behaviors and learn how to direct cultural change. This course will provide you with ideas on how to shape healthy organizations and the insight needed to lead cultural change in your organization. Changes in Corporate Culture is course number two in a series on 21st century leadership. **This course qualifies for 1.00 PDU credits toward Project Management Institute PMP® recertification.**

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

**Keeping Employees Energized**

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

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

Keeping Employees Energized .................... 545_001  
Establishing Motivating Workplaces............. 545_002

**Knowledge Management**

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

Knowledge is the most valuable asset most companies possess. Knowledge fuels innovation and represents a strong competitive advantage. Therefore, how
companies manage their knowledge directly affects their productivity and capacity to compete. Knowledge Management looks at three different management styles and provides insight into how knowledge workers in the 21st century play an important role in today’s workplace and how companies grow their intellectual capital. This is the fourth course in a six-course series on 21st century leadership. This course qualifies for 1.00 PDU credits toward Project Management Institute PMP® recertification.

Introduction to Knowledge Management........ 546_001
Knowledge Management.............................. 546_002

Elements of Change in Business
Course Number: 547
Time: 60 Minutes
Number of Quizzes: 3 Quizzes
PMI Activity Number: 547
PMI PDUs: 1.00

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

Initiating Change........................................ 547_001
Elements of Change ................................... 547_002

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

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

Tomorrow’s Leaders................................. 548_001
Leadership Dynamics.................. 548_002

Fundamentals of Business
Crisis Management
Course Number: 590
Time: 150 Minutes
Number of Quizzes: 4 Quizzes
Number of Labs: 5 Labs
PMI Activity Number: 590
PMI PDUs: 2.50

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

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

Managing Contractors and Temporary Employees
Course Number: 503
Time: 195 Minutes
Number of Quizzes: 5 Quizzes
Number of Labs: 2 Labs
PMI Activity Number: 503
PMI PDUs: 3.25

In LearnSmart’s Managing Contractors and Temporary Employees Video Training, you’ll learn how contractors and temps — a common part of today’s business landscape — offer managers a variety of unique solutions, but also an assortment of unique challenges and questions. Knowing how to incorporate these dedicated professionals into your strategic plan can go a long way toward maximizing their effectiveness, and that of your department. This
Managing Technical Professionals

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

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

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

Moving from Technical Professional to Management Series

Managing the Development of Technical Professionals

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

In LearnSmart’s Managing the Development of Technical Professionals video training, technical professionals will learn the skills to survive and thrive in the workplace. Students will also gain a better understanding of what it takes to develop organizational skills, such as time management, performance management, and stress management. This course qualifies for 1.00 PDU credits toward Project Management Institute PMP® recertification.

Introduction ............................................. 681_001
Management Development for Technical Professionals ............... 681_002

Successful Communication and Process Management Skills

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

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

Communication Skills for Successful Management .................... 682_001
Process Management Skills .................................. 682_002
Developing Leadership and Transitioning into Management

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

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

Leadership Development for Technical Professionals .................. 683_001
Strategies for Transitioning Into Management ...................... 683_002

Leading and Communicating as a Manager

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

Aside from adapting to a new role with increased responsibilities, new managers must learn to be leaders and explore how to communicate effectively with employees, fellow managers, and senior executives. To train in these areas, you will learn the five primary leadership roles that managers serve in business. Then, you’ll go through discussions about leading teams concentrating on how to lead them, about how to know when your team is being effective, and about the different stages of team development. Next, you’ll look at effective delegation. You’ll also examine Maslow’s hierarchy and consider how that relates to an individual’s performance and behavior. Finally, you’ll study how communication works and principles for chairing a meeting. This course qualifies for 1.00 PDU credits toward Project Management Institute PMP® recertification.

Leadership and Communication ......................... 1026_001
Team Communication .................................. 1026_002

Moving into Management

Introduction to Management

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

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

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

Making an Impact as a Manager

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

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

The Company’s Future......................... 1027_001
Day-to-Day Duties ......................... 1027_002
Taking Control as a Manager
Course Number: 1028
Time: 60 Minutes
Number of Quizzes: 3 Quizzes
PMI Activity Number: 1028
PMI PDUs: 1.00

Taking Control as a Manager is designed to help new managers understand how to relate to fellow managers and other employees and how to deal with the pressures that come with the position. You will look at the seven aspects of management to invest in and different things you can do as a new manager to help win your team over; discuss performance management and using budget as a tool of control; go through the steps you can take to help employees overcome their insecurities and feel more comfortable on the job; and understand the common causes of managerial stress and strategies to overcome them. You will also learn the best practices to maintain control of your department. This course qualifies for 1.00 PDU credits toward Project Management Institute PMP® recertification.

Understanding Responsibilities .................. 1028_001
Overcoming Fears ................................... 1028_002

Workforce Generation Leadership Series

Workforce Generations
Course Number: 535
Time: 60 Minutes
Number of Quizzes: 3 Quizzes
PMI Activity Number: 535
PMI PDUs: 1.00

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

Introduction ........................................... 535_001
Workforce Generations ............................ 535_002

Leading Silents and Boomers
Course Number: 930
Time: 75 Minutes
Number of Quizzes: 4 Quizzes
PMI Activity Number: 930
PMI PDUs: 1.25

When you understand the basic distinctions of the workforce generations comprising your employed staff, you can begin reaping the benefits by putting that knowledge to good use. It only takes a little conscientious effort to bridge generational gaps before you start experiencing positive results. Developing Generations will show you the benefits of understanding and appreciating the generational mix between the Silent Generation and the Baby Boomer Generation, as well as the attributes and attitudes that each generation brings into the workplace. This is the second course of the Workforce Generation series, which contains courses dedicated to understanding each generation’s different behaviors, attitudes, and priorities. This course qualifies for 1.25 PDU credits toward Project Management Institute PMP® recertification.

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

Multi-Generational Leadership (GenX and Next)
Course Number: 931
Time: 75 Minutes
Number of Quizzes: 4 Quizzes
PMI Activity Number: 931
PMI PDUs: 1.25

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

Leading Generation X ......................... 931_001
Leading Generation Next .................... 931_002
Intergenerational Dynamics:
Gen Xers and Nexters .................. 931_003
Cross-Generational Teams
Course Number: 932
Time: 60 Minutes
Number of Quizzes: 3 Quizzes
PMI Activity Number: 932
PMI PDUs: 1.00

Cross-generational teams, or those made up of members of different generations, have a unique set of benefits and challenges. Ultimately, as the manager, it is up to you to help ensure that team members are able to work together effectively. In Cross-Generational Teams, you will learn that the characteristics of cross-generational teams parallel the attributes and attitudes of their individual team members: the Silents, Baby Boomers, Gen Xers, and Gen Nexters. In the Workforce Generations series dedicated to understanding each generation’s different behaviors, attitudes, and priorities; this is the fourth course. This course qualifies for 1.00 PDU credits toward Project Management Institute PMP® recertification.

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

Developing Generations
Course Number: 933
Time: 60 Minutes
Number of Quizzes: 3 Quizzes
PMI Activity Number: 933
PMI PDUs: 1.00

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

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

Rewarding Peak Performers
Course Number: 507
Time: 90 Minutes
Number of Quizzes: 3 Quizzes
PMI Activity Number: 0507
PMI PDUs: 1.50

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

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

Problem Performance Management Series

Preventing Performance Problems
Course Number: 505
Time: 60 Minutes
Number of Quizzes: 2 Quizzes
PMI Activity Number: 505
PMI PDUs: 1.00

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

Selecting the Right Employees ................. 505_001
Identifying Performance Problems and Causes

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

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

Effectively Disciplining Problem Performance

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

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

Feedback and Counseling

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

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

Physical, Emotional, and Educational Performance Problems .......... 1797_001

Improving Worker Performance
Through Feedback and Counseling............. 1798_001

Resolving Issues Through Disciplinary Policy.............................. 1799_001