

Competency Name	Course Title
Adaptiveness - Attitude	Achieving Goals through Perseverance and Resilience Bouncing Back with Perseverance and Resilience Communicating with Professionalism and Etiquette Creating a Positive Attitude Developing Character for Perseverance and Resilience Developing the Right Attitude for Performing under Pressure Developing Your Reputation of Professionalism with Business Etiquette Improving Your Emotional Intelligence Skills: Self-awareness and Self-management Managing Attitudes during Difficult Times Managing from Within: Self-empowerment Professionalism, Business Etiquette, and Personal Accountability Using Business Etiquette to Build Professional Relationships What is Emotional Intelligence?
Adaptiveness - Creativity	Creativity: Developing and Communicating Ideas Executing Innovation Generating Creative and Innovative Ideas: Enhancing Your Creativity Generating Creative and Innovative Ideas: Maximizing Team Creativity Generating Creative and Innovative Ideas: Verifying and Building on Ideas Getting Ready to Present Promoting Creative Thinking
Adaptiveness - Flexibility	Achieving Goals through Perseverance and Resilience Bouncing Back with Perseverance and Resilience Developing Character for Perseverance and Resilience Embracing Organizational Change Preparing for Organizational Change Understanding Organizational Change
Adaptiveness - Openness to Innovation	Creativity: Developing and Communicating Ideas Executing Innovation Generating Creative and Innovative Ideas: Enhancing Your Creativity Generating Creative and Innovative Ideas: Maximizing Team Creativity Generating Creative and Innovative Ideas: Verifying and Building on Ideas Getting Ready to Present Leadership Essentials: Leading Innovation Leading Innovation Promoting Creative Thinking
Behavior/Conduct - Commitment	Creating a Positive Attitude Customer Service Fundamentals: Building Rapport in Customer Relationships Customer Service in the Field Customer Service over the Phone Customer Service Processes and Procedures Getting Results without Authority: Building Relationships and Credibility Getting Results without Authority: Persuasive Communication Getting Results without Direct Authority: Reciprocity Goals and Setting Goals Leading Teams: Building Trust and Commitment Managing from Within: Self-empowerment Professionalism, Business Etiquette, and Personal Accountability Working for Your Inner Boss: Personal Accountability

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Behavior/Conduct - Integrity	Building Trust Developing a Code of Ethical Conduct Do You Share Your Organization's Values? Ethical Decision-making in the Workplace Introduction to Workplace Ethics Marketing Essentials: Marketing and Ethics The Ethics Enigma The Fruits of Integrity: Building Trust at Work
Behavior/Conduct - Safety Focus	Risk Management: Workplace Safety, Security, and Privacy
	Building Trust Developing a Code of Ethical Conduct Ethical Decision-making in the Workplace Improving Your Emotional Intelligence Skills: Self-awareness and Self-management Introduction to Workplace Ethics Rebuilding Trust The Role of Ethics in Project Management What is Emotional Intelligence?
Communication - Eliciting information	Active Listening Skills for Professionals Asserting Yourself in the Workplace Be a Better Listener Being a Receptive Communication Partner Communication Challenges: Navigating Choppy Waters Communication Methods that Make Sense – and Make Your Point Effective Listening Effective Team Communication Interpersonal Communication that Builds Trust Listening to Improve Conversation Listening with Skill Making Yourself Approachable Mastering Active Listening in the Workplace Roadblocks to Excellent Listening Using Feedback to Improve Team Performance
Communication - Presentation Skills	Basic Presentation Skills: Creating a Presentation Basic Presentation Skills: Delivering a Presentation Basic Presentation Skills: Planning a Presentation Dealing with Common Meeting Problems Managing Effective Business Meetings Preparing a Business Case Preparing for Effective Business Meetings Presenting Your Case Writing a Business Case
Communication - Providing Information	Effective Team Communication Public Speaking Strategies: Confident Public Speaking Public Speaking Strategies: Preparing Effective Speeches Using Feedback to Improve Team Performance
Communication - Written Communication	Business Grammar: Parts of Speech Business Grammar: Punctuation Business Grammar: Sentence Construction

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Communication - Written Communication	Business Grammar: The Mechanics of Writing Business Grammar: Working with Words Business Writing: Editing and Proofreading Business Writing: How to Write Clearly and Concisely Business Writing: Know Your Readers and Your Purpose Preparing a Business Case Writing a Business Case Writing for Technical Professionals: Effective Writing Techniques Writing under Pressure: Preparing for Success Writing under Pressure: The Writing Process
Interpersonal Skills - Getting Along with Others	Developing Strategic Peer Relationships in Your Organization Emotional Intelligence at Work Emotional Intelligence: Applying EI at Work Emotional Intelligence: Being Aware of the Emotions of Others Forming Peer Relationships and Alliances at Work The Value of Peer Relationships
Interpersonal Skills - Relationship Building	Developing Strategic Peer Relationships in Your Organization Forming Peer Relationships and Alliances at Work The Value of Peer Relationships Working with Difficult People: Dealing with Micromanagers Working with Difficult People: How to Work with Aggressive People Working with Difficult People: How to Work with Manipulative People Working with Difficult People: How to Work with Negative People Working with Difficult People: How to Work with Procrastinators Working with Difficult People: How to Work with Self-serving People Working with Difficult People: Identifying Difficult People
Interpersonal Skills - Teamwork/Collaboration	Being an Effective Team Member Building Trust Developing Strategic Peer Relationships in Your Organization Effective Team Communication Elements of a Cohesive Team Establishing Team Goals and Responsibilities Forming Peer Relationships and Alliances at Work Rebuilding Trust The Value of Peer Relationships Using Feedback to Improve Team Performance
Interpersonal Skills - Valuing Diversity	Communicating Across Cultures Culture and Its Effect on Communication Diversity on the Job: Diversity and You Diversity on the Job: The Importance of Diversity and the Changing Workplace Improving Communication in Cross-cultural Relationships Diversity on the Job: The Importance of Diversity and the Changing Workplace
Leadership- Culture/Environment	Creating and Maintaining a Positive Work Environment Establishing Team Goals and Responsibilities Leadership Essentials: Building Your Influence as a Leader Leadership Essentials: Communicating Vision Leadership Essentials: Leading Change Leadership Essentials: Leading Innovation

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Leadership- Culture/Environment	Leadership Essentials: Leading with Emotional Intelligence Leading Teams: Building Trust and Commitment Leading Teams: Developing the Team and its Culture Leading Teams: Establishing Goals, Roles, and Guidelines Leading Teams: Fostering Effective Communication and Collaboration Maintaining an Engaging Organization The Benefits and Challenges of Engaging Employees
Leadership- Decision Making	Developing Character for Decisiveness Ethical Decision-making in the Workplace Making and Carrying Out Tough Decisions Overcoming the Barriers to Decisiveness
Leadership- Financial Management	Cash Flow Management Essentials for Non-financial Professionals Financial Statements for Non-financial Professionals Managerial Skills and Abilities Principles of Accounting and Finance for Non-financial Professionals The Essentials of Budgeting for Non-financial Professionals Thinking Like a CFO: Making Financial Decisions Thinking Like a CFO: Mind-set and Financial Priorities Thinking Like a CFO: Preparing and Presenting a Business Case
Leadership- People Management	First Time Manager: Challenges First Time Manager: Meeting Expectations First Time Manager: Understanding a Manager's Role Management Essentials: Caring about Your Direct Reports Management Essentials: Confronting Difficult Employee Behavior Management Essentials: Delegating Management Essentials: Developing Your Direct Reports Management Essentials: Directing Others Management Essentials: Managing a Diverse Team Managerial Skills and Abilities Monitoring and Improving Performance Planning for Performance Reviewing and Rewarding Performance
Professional/Technical Expertise - Work Preparedness	Creating a Positive Attitude Goals and Setting Goals Managing from Within: Self-empowerment Personal Productivity Improvement: Managing Tasks and Maximizing Productivity Personal Productivity: Self-organization and Overcoming Procrastination Working for Your Inner Boss: Personal Accountability

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Work Attributes - Attendance	Coping with Conflicting Priorities Getting Time under Control Optimizing Your Work/Life Balance: Analyzing Your Life Balance Optimizing Your Work/Life Balance: Maintaining Your Life Balance Optimizing Your Work/Life Balance: Taking Control of Your Stress Prioritizing Personal and Professional Responsibilities Setting and Managing Priorities Setting Goals Time Management: Quit Making Excuses and Make Time Instead Time Management: Ready, Set...FOCUS! Time Management: Too Much to Do and Too Little Time
Work Attributes - Project/Self management	Goals and Setting Goals Personal Productivity Improvement: Managing Tasks and Maximizing Productivity Personal Productivity Improvement: Managing Your Workspace Personal Productivity: Self-organization and Overcoming Procrastination Setting and Managing Priorities within the Organization: Communication Setting and Managing Priorities within the Organization: Deciphering Priorities Setting and Managing Priorities within the Organization: Mission and Goals Setting and Managing Priorities within the Organization: Motivation
Work Attributes - Quality of Work	Creating a Positive Attitude Goals and Setting Goals Managing from Within: Self-empowerment Pursuing Successful Lifelong Learning Working for Your Inner Boss: Personal Accountability
Work Attributes - Resource Management	Managing Procurements (PMBOK®; Guide Fifth Edition) Managing Project Human Resources (PMBOK®; Guide Fifth Edition) Planning Project Human Resources (PMBOK®; Guide Fifth Edition) Planning Project Procurement Management (PMBOK®; Guide Fifth Edition)