

Self-Study Courses

Proven, practical training that's Portable...Flexible...Affordable

AMA American Management Association®

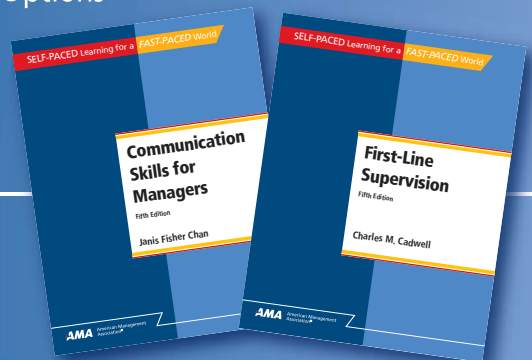
DEVELOPMENT SUPPORT SOLUTIONS

www.amanet.org



Inside...

- More than 65 "On Your Own" Training Options
- Our Top 10 Bestsellers
- Business and Educational Partnerships
- Career-Enhancing Certificate Programs



1-800-262-9699 • www.amanet.org/selfstudy

Why AMA's Self-Study still works best for today's Business Professionals



Training technologies come and go...but AMA's Self-Study programs are the answer to today's lean, cost-conscious workplace—providing quality cost-effective training that you can take on your own time...at your own pace.

More than 65 Self-Study programs, developed by business and education experts, provide the latest management practices and real-world solutions—complete with diagrams, charts, assessments, and other learning tools. It's the only training option that lets you:

- Eliminate T&E and time out of the office
- Measure the knowledge you've acquired
- Gain recognition from the AMA brand and CEU credentials

AMA's Self-Study courses can be tailored to every training requirement

For details on certificate programs for individuals, and for corporate and university training, see pages 4 and 5.

What's New

- Performance Appraisals: Strategies for Success (page 14)
- How to Manage Training: Facilitating Workplace Learning for High Performance (page 15)
- How to Train Employees: A Guide for Managers (page 15)
- Coaching for High Performance (page 17)

Get the Most Out of Every Self-Study Program... Tap Into Educational Services

Need assistance with course content? Have questions regarding credit? Educational Services is just a toll-free call or e-mail away. Get an array of exclusive advantages, including:

- Access to Educational Services staff: Call **1-800-225-3215** or e-mail ed_services@amanet.org
- Guidance and recommendations on curricula and courses
- Answers to questions on instructional material, exams, grades, and certificates

For more information or to order, contact us at:

1-800-262-9699 • www.amanet.org/selfstudy • E-Mail: pubs_cust_serv@amanet.org

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AMA's Self-Study

Let Our Most Popular Courses

First-Line Supervision—Achieving and maintaining supervisory success starts here! From managing time and stress to motivating and coaching employees, this practical program is light on business-school jargon and heavy on real-world guidance.

NEW EDITION! Finance and Accounting for Nonfinancial Managers—A good command of key financial concepts is key to success. This course helps employees prepare and utilize budgets, understand the dollars-and-cents consequences of a department's actions and speak the finance jargon with fluency and ease.

Communication Skills for Managers—To be more effective, managers must express ideas clearly and concisely in written and oral communication. The latest techniques in this course will increase proficiency in listening, presenting and writing effective reports and proposals.

Leadership Skills for Managers—This is an opportunity to develop a leadership style that's flexible and sensitive to the needs of individuals, empowers employees to achieve peak performance and molds a diverse workforce into a cohesive and productive team.

Delivering Knock Your Socks Off Service—Based on the success of the acclaimed *Knock Your Socks Off* series, this course reveals the secrets of customer care in the same down-to-earth, easy-to-read style.

BESTSELLERS

Work for You

Fundamentals of Human Resources—They're all here...the key aspects of staffing, training and compensation practices—plus the skills required to develop a human resources plan based on the needs of the organization.

How to Manage Conflict in the Organization—Conflict can be a positive and productive force. This course helps students spot potential on-the-job conflicts—and respond quickly and effectively with five proven conflict resolution approaches.

Successful Project Management—Project management has emerged as the premier solution to today's organizational challenges. This comprehensive, up-to-date guide covers every aspect of managing your project—from initial planning to final review. Acquire the concepts and tools you need to plan, manage and deliver project success.

How to Sharpen Your Business Writing Skills—Update your writing skills and excel in today's e-writing environment. Geared to current business writing and presentation challenges, this course features strategies to speed online research and guidelines for creating safe and savvy e-mail. Acquire the techniques the pros use to research, draft, compose and edit their work.

Taking Control with Time Management—Meet and beat your toughest time challenges. This up-to-the-minute classic gives you proven time management strategies for increasing productivity and efficiency. Learn to set and achieve your goals, reduce stress and balance your work and personal life.

Quality Management Education...at a Campus Near You

AMA's University Certificate Programs

University Certificate Programs

Administrative Professional
Business Communication
Customer Satisfaction
Finance and Accounting
General Management
Human Resources
Manufacturing
Quality Improvement
Sales and Marketing
Strategic Leadership
Success Skills in the Workplace
Supervision

Join more than 300,000 professionals who have enriched their careers through AMA's University Certificate Program. This unique partnership between AMA and colleges and universities across the United States makes quality management training more convenient, accessible and affordable for today's managers.

Perfect for Continuing Education Students

- Learn the latest management thinking and best practices—based on AMA's proven self-study content and delivered by experienced faculty
- Save time—your class meets once a week for six weeks for two-and-a-half to three hours in the evening
- Exchange ideas and viewpoints with your peers
- Gain tangible recognition—receive a joint certificate from the cosponsoring college or university in cooperation with AMA.

Interested in enrolling in a Management Certificate Program?

Please visit www.amanet.org/selfstudy/university/schl_st.htm for a complete listing of participating schools. Please contact a school in your area for specific information.

Ideal for Colleges and Universities

Enhance your business management curricula with AMA's University Certificate Programs. Designed for today's business professional, they encompass the spectrum of management best practices...and are backed by AMA's more than 80 years of management education experience.

For more information or to order, contact Julie Goemaere, Manager, University Programs:

Phone: 1-508-533-3696 • E-mail: jgoemaere@amanet.org



Get your career *really* moving

AMA's Self-Study Individual Certificate Programs

Certificate Programs

- Administrative Assistant Skills
- Business Communication
- Customer Satisfaction
- Customer Service Management
- Finance and Accounting
- Finance Management
- General Management
- Human Resources Management
- Manufacturing Management
- Quality Management
- Sales and Marketing
- Strategic Leadership
- Success Skills in the Workplace

Fine-tune your current skills and learn new ones with a flexible learning plan that fits your schedule, your budget and your professional goals.

You can select flexible and easy-to-complete sets of courses...study on your own time and at your own pace...order one course at a time or take advantage of quantity discounts...and avoid the high costs of business school tuition, travel and textbooks.

It's easy to earn your AMA Self-Study Certificate

- Choose an area of concentration.
- Select and order AMA Self-Study courses totaling 10 CEUs. You may apply each course toward one certificate.
- Mail your tests to Educational Services for grading.
- Inform Educational Services when you complete 10 CEUs.
- Receive your CEU certificate (under separate cover) upon successful completion of the tests.

To order, call 1-800-262-9699 or visit www.amanet.org/selfstudy

For more information on the self-study course that's right for you, contact AMA Educational services at 1-800-225-3215 or ed_svcs@amanet.org

Get the #1 choice for employee training

AMA's Self-Study Corporate Certificate Programs Make Good Business Sense

Looking for quality training that saves your company travel time and expenses?

Need a cost-effective way to train one employee or thousands of workers?

Want to ensure a consistent, across-the-board training experience for your staff?

AMA's Self-Study Programs provide practical, proven training that's portable, flexible, affordable—the most effective training option for today's lean and cost-conscious workplace. Plus, they're adaptable to classroom-style training. Each course offers tools, exercises, chapter reviews and testing components.

Need a program that targets specific skills?

We'll help you develop an **AMA Corporate Certificate Program** customized to meet your unique needs and achieve both individual and corporate objectives. Here's how:

- Design a custom curriculum in an area of concentration: Administrative Skills, Communication, Customer Service, Finance, General Management, Human Resources, Leadership, or Supervision
- Award a joint certificate with AMA, establishing your corporate culture as a "learning organization"
- Establish certificate requirements (a minimum of five Continuing Education Units)

To order, call 1-800-262-9699 or visit www.amanet.org/selfstudy

For more information on the Self-Study courses that are right for your organization, contact Julie Goemaere at 1-508-533-3696 or jgoemaere@amanet.org

Skills for Success: A Guide for Secretaries and Administrative Professionals

How to double personal productivity using seven proven techniques. This unique self-study course will strengthen decision making, interpersonal communication, people and time management skills. Plus, situational scenarios reflect the expanded responsibilities that today's administrative professionals face. The result of completing this course...a more confident and capable take-charge attitude—one that commands respect.

978-0-7612-13888 Print 2 CEUs \$139

Assertiveness for Career and Personal Success, 3rd Edition

Techniques for managing others while maintaining mutual respect. This course will help employees build on existing strengths and improve their overall ability to assert themselves in responsible and appropriate ways. Here's how they can avoid seven self-defeating, non-assertive roles...respond to other people's needs without giving up their own...say "no" to unfair demands...resolve conflicts and deal with aggressiveness in others...enhance their self-image and on-the-job authority.

978-0-7612-04664 Audio with Workbook 1 CEU \$139

Interpersonal Communication Skills in the Workplace

Listening techniques, conversation tools and nonverbal strategies for enhanced communication skills. This course explains basic communication theory as it applies to the workplace, and offers "real-life" scenarios that demonstrate the use of effective interpersonal communication. Students will improve their skills in active listening, giving and receiving criticism, dealing with different personality types and using body language to reinforce the message.

978-0-7612-14090 Print 1 CEU \$139

Practical Problem-Solving Skills in the Workplace

Problem-solving skills to identify and resolve work-related problems and improve job performance. With the increasing emphasis on initiative in the workplace, it's essential to learn how to recognize, define and analyze problems and then develop workable solutions to correct them. This course provides all the skills needed to achieve this, including a Problem-Solving Tree.

978-0-7612-13895 Print 1 CEU \$139

BESTSELLER

Taking Control with Time Management, 5th Edition

One of today's biggest challenges is to balance the demands of work and personal life. This up-to-the-minute revision of the classic course provides proven time management strategies to increase productivity and reduce on-the-job stress. Employees will be better able to conquer time wasters, including the pitfalls of e-mail, cell phones and the Internet...set SMART goals and prioritize...implement a time management plan...and delegate appropriately and effectively.

978-0-7612-14380 Print 1 CEU \$139

NEW EDITION!

How to Manage Your Priorities, 2nd Edition

The latest tools and techniques for accomplishing more in less time with fewer resources. Featuring a new chapter on using technology to manage priorities, this updated edition provides strategies for linking goals and priorities, tips for using e-mail productively and updated cases reflecting current business realities. Employees at all levels will gain the skills to manage priorities, improve professional relationships and remove the obstacles that interfere with success.

978-0-7612-14649 Print 1 CEU \$139

(See also: [Creative Problem Solving, 2nd Edition \(Audio\)](#); [Knock Your Socks Off Service on the Phone \(Audio\)](#); [Planning and Leading Productive Meetings](#))



Fundamentals of Business Writing

A ground-breaking approach to writing with a greater focus on *planning* and *revising* documents. Employees will practice how to analyze their purpose and audience, organize the content of the document, write a lightning-fast draft and finally revise like an expert editor would. The course includes tools for eliminating procrastination, including Purpose and Audience Analysis Sheet, brainstorming techniques and Editor's Checklist.

978-0-7612-13710 Print 1 CEU \$139

Business Writing When English Is a Second Language

Now, everyone can improve their command of English...and write with greater ease, power and style. Business and technical professionals can enrich their understanding of English language structure, style, usage and vocabulary. This self-paced course will help them improve their written communication skills, reading and verbal comprehension—and successfully handle the many nuances of the language.

978-0-7612-14021 Print 1 CEU \$139

The Grammar and Proofreading Course

Practical techniques for achieving a more professional writing style. Here are the “how to” keys of writing—from putting the first words on paper to the final polishing and proofreading. Students will learn how to edit their writing for better clarity, cut excess words, use transitional phrases, recognize and correct run-on sentences and overcome procrastination and impulsive writing.

978-0-7612-14137 Print 1 CEU \$139

A blue oval badge with the word "BESTSELLER" in white, slanted capital letters.

How to Sharpen Your Business Writing Skills, 2nd Edition

An opportunity to update writing skills and excel in today's e-writing environment. Can't find the right words and the appropriate tone? This program is packed with techniques that professional writers use to research, draft, compose and edit their work—plus strategies to conduct quick and effective online research and create safe and savvy e-mail. The result...more effective and polished writing that will help every professional move ahead.

978-0-7612-13857 Print 2 CEUs \$139

How to Speak Persuasively

Strategies and skills for influencing, inspiring and getting buy-in. This course will help students become dynamic and engaging speakers who can motivate others, cultivate influence and cooperation—and get results. They'll develop a persuasive speaking style that builds on their own vocal qualities, gestures and personal mannerisms and enhances their ability to respond better to the needs, attitudes and values of their listeners.

978-0-7612-07474 Audio with Workbook 1 CEU \$139

(See also: [How to Write a Business Plan, 4th Edition](#))

How to Be an Effective Facilitator

How to keep a person or team on track and work well with diverse personalities.

This course is targeted to managers whose time is at a premium—and presents a six-step process and tools that can be applied whether one is facilitating a short-term problem-solving session or a multi-year strategic planning project. From developing time-saving agendas to dealing with logistics...from active listening to avoiding “groupthink”...this course covers it all.

978-0-7612-14113 Print 1 CEU \$139

Planning and Leading Productive Meetings

Transform meetings into valuable and productive work. Despite today's virtual ways of communicating, the traditional meeting still dominates the workplace. This course helps both leaders and participants conduct meetings that result in better decision making, broader buy-in and clear conflict resolution. They'll learn how to manage the process and facilitate with skill, conduct follow-ups, use media tools and enhance group dynamics.

978-0-7612-13437 Print 2 CEUs \$159

Presentation Success: How to Plan, Prepare and Deliver Effective Presentations

What does it take to impress an audience? From organizing information to overcoming stage fright, from preparing a great opening to employing body language, from using visual aids to effectively handling a Q&A session, here is a step-by-step approach to delivering presentations that make people sit up and take notice. The course includes eye-opening self-evaluation exercises plus a handy resource section with additional learning tools.

978-0-7612-13826 Print 1 CEU \$139

(See also: [Communication Skills for Managers, 5th Edition](#))



Communication Skills for Managers, 5th Edition

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Communicating clearly is a critical skill for successful managers. The key is delivering the message—whether written, spoken or via e-mail—with respect for the receiver. This newly revised course will help managers improve their reading, writing, speaking and listening proficiency, avoid misunderstanding, coach and motivate employees, ask the right type of questions and deliver successful presentations.

978-0-7612-13383 Print 2 CEUs \$139

How to Manage Conflict in the Organization, 2nd Edition

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Gain control of tough conflict situations and transform them into a productive force. Updated to reflect current issues in conflict resolution, the second edition of this best-selling course provides the tools to get to the root causes of any interpersonal conflict. Features strategies for dealing with conflict resolution in electronic communication and best practices for implementing alternative dispute resolution techniques. Managers will learn to apply five sure-fire conflict-resolution approaches and gain the insight needed to make them work.

978-0-7612-14267 Print 2 CEUs \$139

Interpersonal Negotiations: Breaking Down the Barriers

Finally...a negotiation framework that encourages a positive outcome for both parties. This course takes the “win/win” concept a step further—by helping build on mutual understanding of each party’s needs and provide a proven framework for fulfilling them. Here are the secrets that can help turn an adversary into an advocate...ensure a safe, fair and effective process...and overcome blocks to successful negotiation.

978-0-7612-14106 Print 2 CEUs \$139

Successful Negotiating

How to achieve positive outcomes using planning and conversational techniques. Very few people are born negotiators. This self-study course presents all the tricks and techniques the pros use. From pre-negotiation planning...to the seemingly unimportant details like seating arrangements and meeting site selection...to swaying an opponent with timing techniques and “walkout” ploys, this program has it all.

978-0-7612-14168 Print 2 CEUs \$139

Delegating for Business Success

Empower staff and the organization with savvy delegation skills

for 21st century success. Today's leaner and ever-changing workplace demands new ways of working and increased productivity with fewer resources. This updated take on the fundamental skill of delegating will unlock resources of time and opportunity for managers, team leaders and peers working in traditional, cross-functional or virtual situations.

978-0-7612-14342 Print 1 CEU \$139

Interpersonal Communication Skills in the Workplace

Listening, conversation and nonverbal strategies for enhanced

communication skills. Here is the basic communication theory as it applies to the workplace, plus "real-life" scenarios that demonstrate the use of effective interpersonal communication. Employees will improve their skills in active listening, giving and receiving criticism, dealing with different personalities and using body language to reinforce the message.

978-0-7612-14090 Print 1 CEU \$139

Listen and Be Listened To, 3rd Edition

How to improve listening skills using active, critical and responsive listening

techniques. Four one-hour tapes and a step-by-step workbook provide expert listening techniques, including how to listen with all the senses...understand non-verbal cues... overcome distractions and perception and language problems...focus on the content, not the delivery, of the message...and more.

978-0-7612-07979 Audio with Workbook 1 CEU \$155

(See also: [Successful Interviewing: Techniques for Hiring, Coaching and Performance Management Meetings](#); [A Manager's Guide to Human Behavior, 4th Edition](#))



How to Plan and Manage Your Company Budget, 5th Edition

Do your departmental budgets support and contribute to the goals of the company? Covering both the planning and controlling sides of the budget system, this course shows how to document the company's performance objectives in financial terms and how to interpret the comparison of actual versus budgeted results.

978-0-7612-14083 Print 2 CEUs \$139

How to Prepare a Financial Forecast, 2nd Edition

Everything accountants and financial managers need to produce reliable projections. This program shows how to minimize the impact of certain biases on forecasts...apply moving average, exponential smoothing and simple regression techniques to analyze time series...analyze forecasted versus actual results. Includes a chapter on computing technology for forecasting.

978-0-7612-14397 Print 2 CEUs \$159

How to Read and Interpret Financial Statements

How to relate the information in financial reports to the overall health of the business. Students will learn how to view financial statements in the context of external economic conditions...read and interpret balance sheets, income statements and statements of cash flows from a management perspective...apply the right analysis to the right statement, to uncover the needed information.

978-0-7612-13963 Print 1 CEU \$139

The Job of the Accounting Manager: Leading-Edge Strategies

Functional expertise still matters—but it isn't enough in today's business world.

Today's accounting manager must also be a planner, leader, communicator, internal consultant and partner to senior management. Besides a solid grounding in accounting management, this course imparts broader business knowledge, including leadership, communication, team-building and strategic planning skills.

978-0-7612-13444 Print 2 CEUs \$159

NEW EDITION!

Finance and Accounting for Nonfinancial Managers, 2nd Edition

Learn to speak the universal languages of business. Revised and updated with a new chapter on corporate governance, this is the fundamental guide to finance and accounting for non-specialists who need to know how to understand financial and operational measures, prepare and utilize budgets and respond to inquiries about the dollars-and-cents consequences of their business decisions.

978-0-7612-14540 Print 2 CEUs \$159

Beyond the Basics: Intermediate Finance and Accounting for Nonfinancial Managers

Designed to help nonfinancial managers build on their basic financial and accounting skills. This program is the key to understanding capitalization, discretionary credit, zero-based budgeting and other advanced concepts—and how to use accounting tools to optimize strategic and profit planning...apply financial knowledge to gain support for new projects...prepare on-target sales, production and cash budgets.

978-0-7612-14700 Print 2 CEUs \$139

A Manager's Guide to Financial Analysis, 5th Edition

How to read and interpret a firm's financial statement—accurately and with insight.

Now, managers can get a firm grasp on conducting sophisticated analysis—and help their firms succeed today and in the future. They'll learn how to analyze financial statements using ratios, trends and calculations—and understand the inter-relationship of profitability, leverage, activity and liquidity ratios...all key to better financial decisions.

978-0-7612-14779 Print 1 CEU \$159

(See also: How to Plan and Manage Your Company Budget, 5th Edition; How to Read and Interpret Financial Statements)



Fundamentals of Human Resources Management, 4th Edition

Key tools for developing a human resources plan based on organizational needs.

This completely updated program covers the critical aspects of staffing, training and compensation practices, including federal and state laws on hiring and firing...preparing clear and accurate job descriptions...developing competitive benefits packages ...training and motivating every worker to get the results where they count—on the bottom line.

978-0-7612-14229 Print 2 CEUs \$139

Compensation: How to Develop Effective Reward Programs

A solid, fundamental understanding of the field of compensation. This course will help employees learn how to determine and maintain pay levels that will attract, retain and motivate...integrate performance, productivity and business results into the compensation process...and adjust compensation plans to address a company's changing needs.

978-0-7612-13703 Print 2 CEUs \$159

NEW! Performance Appraisals: Strategies for Success

Face the task managers dread most with confidence and enthusiasm. This comprehensive new course covers every aspect of the performance appraisal process, from reviewing past performance and setting achievable objectives to creating career development plans. Managers will gain valuable skills in coaching and counseling employees, preparing for the critical face-to-face meeting and developing the written review. Special topics include employee motivation, performance appraisals for remote employees and the role of mentoring programs.

978-0-7612-14625 Print 1.8 CEUs \$139

Performance Management

Organizational success depends on the continuous improvement of staff performance at all levels. This course presents managers and supervisors with a performance appraisal model that helps them identify and remedy performance gaps, evaluate performance with BARS (Behaviorally Anchored Rating Scales), establish non-monetary rewards and determine training and development needs.

978-0-7612-13925 Print 2 CEUs \$159

(See also: [Fair, Square and Legal: A Manager's Guide to Safe Hiring, Firing and Managing Practices, 2nd Edition](#))

Successful Interviewing: Techniques for Hiring, Coaching and Performance Management Meetings

The skills needed to conduct all types of business interviews and ensure legal compliance. Here's how open-ended questioning, active listening and reading body language can be applied to twelve types of business interviews, from hiring and coaching to assessment and termination. The course also offers lots of practice in dealing with nervous, aggressive or evasive interviewees—plus guidance on key legal issues.

978-0-7612-13994 Print 2 CEUs \$139

NEW! How to Manage Training: Facilitating Workplace Learning for High Performance

The knowledge, skills, and guidance managers need to become true learning leaders. A versatile, well-trained workforce is critical to an organization's success. This comprehensive training program helps managers from all functional areas gain the expertise needed to create and sustain a successful environment for learning, a key factor in achieving competitive advantage in today's business climate. Targets the critical training management roles of champion, builder, performance consultant, supporter, administrator and keeper of the budget.

978-0-7612-14564 Print 2 CEUs \$159

NEW! How to Train Employees: A Guide for Managers

Assess, design, deliver and evaluate training that is right for every employee.

Here is the new and definitive guide to delivering excellent training. It's all here: linking training to both short-term job requirements and the strategic needs of the organization; collaborating with training professionals before, during, and after training; supporting the transfer of learning from the training session back to the job; and applying proven principles of adult learning throughout the training process. Includes how to determine training needs, design programs, develop dynamic instruction and evaluate training effectiveness.

978-0-7612-14571 Print 2 CEUs \$159



Leadership Skills for Managers, 4th Edition

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Successful skills for effective 21st century leaders. This new edition provides an update of best leadership thinking and practices...a dynamic leadership model powered by five unique skill-sets...key attitudes and mindsets that influence a leader's actions...and discussion of ethical governance issues.

978-0-7612-14274 Print 2 CEUs \$139

First-Level Leadership: Supervising in the New Organization, 2nd Edition

First-level management...it's where the most critical leadership needs must be met.

This course is ideal for supervisors or managers who are suddenly expected to initiate action and guide employees. They'll learn how to manage the new workforce, influence others, build strong teams and manage change.

978-0-7612-14403 Print 2 CEUs \$159

Planning and Managing Change

Organizational change can be difficult. This course provides managers with the knowledge and skills to manage change proactively, thereby avoiding the knee-jerk reactions that undermine efforts to deal with the organizational and human issues that accompany change.

Managers will develop insights to help lead others through the change process and foster adaptability and continuous learning—critical traits for winning and keeping a competitive advantage.

978-0-7612-14502 Print 2 CEUs \$159

How to Develop the Strategic Plan, 3rd Edition

Techniques to identify key issues, develop strategies, implement the plan and win commitment across the organization. This new edition has everything necessary to develop a top-notch strategic plan. It goes beyond the traditional concepts of planning and provides the know-how needed to prepare plans that combine strategy with competitive intelligence.

978-0-7612-14243 Print 1 CEU \$159

How to Write a Business Plan, 4th Edition

The key to a professional-quality business plan. Updated to include crucial information on measuring customer satisfaction, this best-selling course places all the key facts and planning formats at your fingertips—plus the latest thinking on how to organize the planning process from beginning to end, integrate customer requirements into the plan, translate the plan into action and obtain the capital needed for growth.

978-0-7612-14281 Print 2 CEUs \$159

(See also: [Strategic Supply Management](#))

NEW! Coaching for High Performance

Coach employees to ensure maximum performance, motivation, and retention. This new course gives managers the coaching tools they need to help their people excel at their jobs and meet today's competitive challenges with confidence. Following a seven-step coaching process, this program teaches the critical skills needed to conduct coaching conversations, adapt one's coaching style to fit changing situations and create a coaching plan.

978-0-7612-14618 Print 2 CEUs \$159

Fair, Square and Legal: A Manager's Guide to Safe Hiring, Managing and Firing Practices, 2nd Edition

Documentation, compliance and prevention methods for every business-related action that can raise legal liability. This course translates complex legal concepts into easy-to-learn guidelines for managing people. It examines how the laws governing equal opportunity and employee rights protect not only employees, but managers as well—and shows that understanding and adhering to employment law is simply good business.

978-0-7612-14298 Print 2 CEUs \$159

Making Teams Work: How to Form, Measure and Transition Today's Teams

Successfully achieve business objectives through the use of teams. This self-paced course provides the tools needed to build a case for teaming, set performance goals and continually measure team effectiveness. Managers will be able to identify the best type of team for their needs, get the team off to a good start, define key responsibilities of each member and overcome common obstacles to high performance.

978-0-7612-13475 Print 1 CEU \$159

How to Build High-Performance Teams

Here's a step-by-step process to recruit, empower and lead teams. This program focuses on the how-to keys of team building—from recruiting the right team members to truly empowering them with authority and responsibility for their decisions and performance. Managers will learn how to build trust, confidence and group work skills...overcome barriers to teamwork...and manage interpersonal conflicts.

978-0-7612-13758 Print 2 CEUs \$139

(See also: [Finance and Accounting for Nonfinancial Managers, 2nd Edition](#))

NEW! How to Manage Training: Facilitating Workplace Learning for High Performance

The knowledge, skills, and guidance managers need to become true learning leaders. A versatile, well-trained workforce is critical to an organization's success. This comprehensive training program helps managers from all functional areas gain the expertise needed to create and sustain a successful environment for learning, a key factor in achieving competitive advantage in today's business climate. Targets the critical training management roles of champion, builder, performance consultant, supporter, administrator and keeper of the budget.

978-0-7612-14564 Print 2 CEUs \$159

How to Train Employees: A Guide for Managers

Assess, design, deliver, and evaluate training that is right for every employee. Here is the new and definitive guide to delivering excellent training. It's all here: linking training to both short-term job requirements and the strategic needs of the organization; collaborating with training professionals before, during, and after training; supporting the transfer of learning from the training session back to the job; and applying proven principles of adult learning throughout the training process. Includes how to determine training needs, design programs, develop dynamic instruction and evaluate training effectiveness.

978-0-7612-14571 Print 2 CEUs \$159

A Manager's Guide to Human Behavior, 4th Edition

The skills required to interact successfully with others and motivate employees and coworkers. What makes people "tick"? This course provides an in-depth understanding of various behavioral styles—so managers can inspire employees to higher performance, develop more productive working relationships, establish trust and rapport, give and receive performance feedback and really understand people's needs.

978-0-7612-13949 Print 2 CEUs \$139

Managing and Achieving Organizational Goals

Practical tips and techniques to facilitate goal-setting endeavors. This self-study course is a guide to both setting and redefining goals—and a planning resource for achieving those goals. It's all here: how to implement five proven goal-setting criteria...troubleshoot and rescue goals that have gotten off track...tie in departmental goals to the larger organization's mission...and facilitate a wider buy-in of each goal.

978-0-7612-13918 Print 2 CEUs \$139

(See also: [Communication Skills for Managers, 5th Edition](#); [How to Manage Conflict in the Organization, 2nd Edition](#))

What Managers Do, 4th Edition

Techniques for better planning, staffing, organizing and controlling. This course breaks the job's demands down into its components so managers can start every day with a greater sense of organization and get a firmer grasp of the task at hand. It offers organizing tips for maximum productivity, planning techniques for smoother operations, secrets of successful staffing, proven motivational tactics and leadership models.

978-0-7612-14038 Print 2 CEUs \$139

Creative Problem Solving, 2nd Edition

Unleash your staff's creativity. This course presents challenging creative exercises and proven problem-solving techniques to help employees generate new and innovative ideas with clockwork regularity, select the most useful solutions—and translate them into practical terms and specific strategies—and win support for their ideas and put them into action.

978-0-7612-05227 Audio with Workbook 1 CEU \$155

First-Line Supervision, 5th Edition

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