PROFESSIONAL DEVELOPMENT:

**Basics of Business Math Series**
- Basics of Business Math: 1 Fractions
- Basics of Business Math: 2 Decimals
- Basics of Business Math: 3 Calculator
- Basics of Business Math: 4 Equations
- Basics of Business Math: 5 Percents
- Basics of Business Math: 6 Reports

**Customer Service Series**
- Customer Service: 1 Defining Service
- Customer Service: 2 Communicating
- Customer Service: 3 Fixing Problems
- Customer Service: 4 Building a Department
- Customer Service: 5 Tools of the Trade

**Dealing with Difficult People Series**
- Dealing with Difficult People: 1 Managing Against the Odds
- Dealing with Difficult People: 2 Consideration
- Dealing with Difficult People: 3 Attitude
- Dealing with Difficult People: 4 Trust
- Dealing with Difficult People: 5 Power
- Dealing with Difficult People: 6 Communications
- Dealing with Difficult People: 7 Responsibility

**Effective Business Communication Series**
- Effective Business Communication: 1 Preparing for a Presentation
- Effective Business Communication: 2 The Planning Worksheet
- Effective Business Communication: 3 Writing Skills
- Effective Business Communication: 4 Patterns of Development
- Effective Business Communication: 5 Letters
- Effective Business Communication: 6 Memos, E-Mail, and Other Communications
- Effective Business Communication: 7 Reports
- Effective Business Communication: 8 Documentation

**Effective Presentations Series**
- Effective Presentations: 1 Preparing for a Presentation
- Effective Presentations: 2 Developing an Effective Message
- Effective Presentations: 3 Improving Delivery Skills
- Effective Presentations: 4 Using PowerPoint and Other Visuals

**E-Mailing Your Way to the Top**
- E-Mailing Your Way to the Top: 1 Managing Your Inbox
- E-Mailing Your Way to the Top: 2 Writing Effective E-Mails
- E-Mailing Your Way to the Top: 3 The Legal Face of E-Mail

**Grammar Series**
- Grammar: 1 Fundamental Sentence Structures
- Grammar: 2 Punctuation
- Grammar: 3 Complex Sentence Structures
- Grammar: 4 Advanced Grammar

**Innovation in the Workplace Series**
- Innovation in the Workplace: 1 Defining Innovation and Determining Your Point of View
- Innovation in the Workplace: 2 Identifying the Enemies of Ideas and Innovation

**Interview Skills Series**
- Interview Skills: 1 Getting the Interview
- Interview Skills: 2 Preparing Yourself
- Interview Skills: 3 Making an Entrance
- Interview Skills: 4 Listening and Answering
- Interview Skills: 5 Taking the Reins
- Interview Skills: 6 Asking Questions
- Interview Skills: 7 Opening Interviews
- Interview Skills: 8 Tough Interviews
- Interview Skills: 9 Following Through

**Instructional Design Series**
- Instructional Design: 1 Process, Needs, and Roles
- Instructional Design: 2 Analysis and Objectives
- Instructional Design: 3 Design Concepts
- Instructional Design: 4 Planning and Implementation
- Instructional Design: 5 Evaluation

**Problem Solving Through Productive Thinking Series**
- Problem Solving Through Productive Thinking: 1 The Concept of Productive Thinking
- Problem Solving Through Productive Thinking: 2 Productive Thinking in Principle

**Project Management Series**
- Project Management: 1 Project Management Overview
- Project Management: 2 Understanding the Project Manager's Role
- Project Management: 3 Defining the Problem
- Project Management: 4 Determining the Strategy
- Project Management: 5 Developing the Work Breakdown Structure
- Project Management: 6 Estimating and Scheduling Resources
- Project Management: 7 Understanding Scheduling Computations
- Project Management: 8 Tracking Project Activities
- Project Management: 9 Closing Out the Project
- Project Management: 10 Formalizing Project Management Standards
- Project Management: 11 Developing Project Teams
- Project Management: 12 Ensuring Your Own Effectiveness

**Project Management from a People Perspective Series**
- Project Management from a People Perspective: 5 Key Documentation
- Project Management from a People Perspective: 6 Balancing Multiple Projects
END-USER COMPUTER SKILLS:

Access 2000 MOS Series
Access 2000 MOS: 1 Creating Databases
Access 2000 MOS: 2 Building Tables
Access 2000 MOS: 3 Modifying Tables
Access 2000 MOS: 4 Sorting and Filtering
Access 2000 MOS: 5 Relationships and Queries
Access 2000 MOS: 6 Building Forms
Access 2000 MOS: 7 Producing Reports
Access 2000 MOS: 8 Advanced Tasks

Access 2002 Series
Access 2002: 1 Creating Databases
Access 2002: 2 Building Tables
Access 2002: 3 Modifying Tables
Access 2002: 4 Sorting and Filtering
Access 2002: 5 Relationships & Queries
Access 2002: 6 Building Forms
Access 2002: 7 Producing Reports
Access 2002: 8 Advanced Tasks

Access 2003 Series
Access 2003: 1 Introduction to Access
Access 2003: 2 Designing and Building Tables
Access 2003: 3 Enhanced Tables &Datasheets
Access 2003: 4 Searches and Queries
Access 2003: 5 Advanced Queries and Calculations
Access 2003: 7 The Internet, Forms, and the Analyzer

Access 2007 Series
Access 2007: 1 Introduction to Access
Access 2007: 2 Creating Tables
Access 2007: 3 Working with Tables
Access 2007: 4 Creating Forms
Access 2007: 5 Creating Reports
Access 2007: 6 Creating Queries and Filters

Access 2007 Advanced Series
Access 2007 Advanced: 1 Expressions and Queries
Access 2007 Advanced: 2 PivotTables, PivotCharts, and Graphs
Access 2007 Advanced: 3 Macros and Data Imports/Exports

Computer Basics
Computer Basics: 1 Using Your PC

Crystal Reports 8 Series
Crystal Reports 8: 1 Getting Started
Crystal Reports 8: 2 Designing a Report
Crystal Reports 8: 3 Selecting Records
Crystal Reports 8: 4 Sorting and Grouping Data
Crystal Reports 8: 5 Creating Summary Totals, Reports, and Graphs
Crystal Reports 8: 6 Formulas and Functions
Crystal Reports 8: 7 Printing and Exporting
Crystal Reports 8: 8 Linking Tables

Crystal Reports XI Series
Crystal Reports XI: 1 Navigating the Design Environment
Crystal Reports XI: 2 Selecting Just the Right Data
Source(s) for Your Report

Crystal Reports XI: 3 Do It Yourself and Wizard Reporting
Crystal Reports XI: 4 Selecting and Organizing Your Report Data

Crystal Reports XI: 5 Manipulating Your Report Data in Meaningful Ways
Crystal Reports XI: 6 Letting Formulas and Functions Do All the Work
Crystal Reports XI: 7 Creating Dynamic Reports with Parameters
Crystal Reports XI: 8 Formatting Reports that Function and Sizzle Parameters
Crystal Reports XI: 9 Making Report Sections Work for You
Crystal Reports XI: 10 Visualizing Your Report Data with Charts and Maps

Dreamweaver 8 Series
Dreamweaver 8: 1 New Design Tools
Dreamweaver 8: 2 New Application Development Features

Dreamweaver MX 2004 Series
Dreamweaver MX 2004: 1 Interface and Web Page Creation Basics
Dreamweaver MX 2004: 2 Project Planning, Link Creation, and HTML Editing
Dreamweaver MX 2004: 3 Images, Image Maps, and Assets
Dreamweaver MX 2004: 4 Tables, Frames, and Framesets
Dreamweaver MX 2004: 5 Dynamic HTML
Dreamweaver MX 2004: 6 Advanced Behaviors and Forms
Dreamweaver MX 2004: 7 Uploading Projects and Working with Templates

Dreamweaver MX Series
Dreamweaver MX: 1 Introduction
Dreamweaver MX: 2 Setting Up a Web Site
Dreamweaver MX: 3 Designing the Site
Dreamweaver MX: 4 Adding Graphics
Dreamweaver MX: 5 Tables
Dreamweaver MX: 6 Frames
Dreamweaver MX: 7 Styles and CSS
Dreamweaver MX: 8 Dynamic HTML
Dreamweaver MX: 9 Advanced DHTML
Dreamweaver MX: 10 Multimedia Integration
Dreamweaver MX: 11 Dynamic Web Sites
Dreamweaver MX: 12 Forms and Interactivity

Excel 2000 MOS Series
Excel 2000 MOS: 1 Working with Cells
Excel 2000 MOS: 2 Working with Files
Excel 2000 MOS: 3 Formatting Worksheets
Excel 2000 MOS: 4 Page Setup and Printing
Excel 2000 MOS: 5 Worksheets and Workbooks
Excel 2000 MOS: 6 Formulas and Functions
Excel 2000 MOS: 7 Charts and Objects

Excel 2000 MOS Expert Series
Excel 2000 MOS Expert: 1 Importing and Exporting Data
Excel 2000 MOS Expert: 2 Working with Templates, Links, and Report Manager
Excel 2000 MOS Expert: 3 Formatting, Sorting, and Filtering Data
Excel 2000 MOS Expert: 4 Naming Ranges,
PowerPoint 2007 Series
PowerPoint 2007: 1 Getting Started
PowerPoint 2007: 2 Developing a Presentation
PowerPoint 2007: 3 Design Elements
PowerPoint 2007: 4 Inserting Shapes
PowerPoint 2007: 5 Formatting Shapes
PowerPoint 2007: 6 Clip Art, Pictures, and WordArt
PowerPoint 2007: 7 SmartArt Graphics
PowerPoint 2007: 8 Charts and Tables

Project 2000 MOS Series
Project 2000 MOS: 1 Starting a Project
Project 2000 MOS: 2 Scheduling Tasks and Adding Resources
Project 2000 MOS: 3 Managing Work and Multiple Projects
Project 2000 MOS: 4 Using Project Central
Project 2000 MOS: 5 Customizing the Project
Project 2000 MOS: 6 Creating Reports and Exporting Data

Project 2003 Series
Project 2003: 1 Learning the Basics
Project 2003: 2 Setting up a Project
Project 2003: 3 Managing Project File
Project 2003: 4 Creating a Task List
Project 2003: 5 Scheduling Tasks
Project 2003: 6 Viewing a Schedule
Project 2003: 7 Defining Resources and Costs
Project 2003: 8 Assigning Resources and Costs
Project 2003: 9 Tracking a Project
Project 2003: 10 Analyzing Progress and Revising the Schedule

Project 2007 Series
Project 2007: 1 Getting Started with Project 2007
Project 2007: 2 Building a Project
Project 2007: 3 Setting Up Resources & Establishing Costs
Project 2007: 4 Viewing Projects
Project 2007: 5 Resolving Scheduling and Resource Conflicts
Project 2007: 6 Tracking the Progress of Projects
Project 2007: 7 Creating Reports and Calculating Earned Values
Project 2007: 8 Consolidating Projects

QuickBooks Series
QuickBooks: 1 The First Time in QuickBooks
QuickBooks: 2 Setting Up Accounting
QuickBooks: 3 Entering Historical Data
QuickBooks: 4 Managing Accounts and Lists
QuickBooks: 5 Invoices and Sales Tax
QuickBooks: 6 Paying Bills
QuickBooks: 7 Managing Assets and Reports
QuickBooks: 8 Paying Employees
QuickBooks: 9 Managing Taxes
QuickBooks: 10 Online Banking and Budgets

QuickBooks 2004 Series
QuickBooks 2004: 1 Setting Up QuickBooks
QuickBooks 2004: 2 Adding Information and Security
QuickBooks 2004: 3 Invoices, Purchases, and Payments
QuickBooks 2004: 4 Timesaving Features
QuickBooks 2004: 5 Recording Inventory and Assets
QuickBooks 2004: 6 Working with Taxes, Equity, and Liabilities
QuickBooks 2004: 7 Extra Features and Reports

Visio 2002 Series
Visio 2002: 1 Using Tools, Commands, Custom Toolbars, and Menus
Visio 2002: 2 Working with Objects and Hyperlinks
Visio 2002: 3 Using the Shape Menu
Visio 2002: 4 Working with Shapes
Visio 2002: 5 Defining and Using Styles, Custom Properties, and Templates
Visio 2002: 6 Working with Pages, Layers, and Stencils
Visio 2002: 7 Working with Data
Visio 2002: 8 Understanding ShapeSheets
Visio 2002: 9 Working with Flowcharts
Visio 2002: 10 Creating Database Models

Windows XP Upgrade Series
Windows XP Upgrade: 1 Home Edition
Windows XP Upgrade: 2 Professional

Windows Vista Series
Windows Vista: 1 Understanding the New Interface
Windows Vista: 2 Using New Features and Applications

Word 2000 MOS Series
Word 2000 MOS: 1 Managing Documents
Word 2000 MOS: 2 Working with Text
Word 2000 MOS: 3 Formatting Paragraphs
Word 2000 MOS: 4 Page Format and Printing
Word 2000 MOS: 5 Tables and Other Objects

Word 2000 MOS Expert Series
Word 2000 MOS Expert: 1 Page Formatting
Word 2000 MOS Expert: 2 Managing Documents
Word 2000 MOS Expert: 3 Inserting Objects
Word 2000 MOS Expert: 4 Advanced Features
Word 2000 MOS Expert: 5 Workgroups

Word 2002 Series
Word 2002: 1 Managing Documents
Word 2002: 2 Working with Text
Word 2002: 3 Formatting Paragraphs
Word 2002: 4 Page Format and Printing
Word 2002: 5 Tables and Other Objects

Word 2003 Series
Word 2003: 1 Introduction to Word
Word 2003: 2 Navigating, Editing, and Working with Text Blocks
Word 2003: 3 Spell Checking, Print Preparation and Other Tips
Word 2003: 4 Formatting Characters, Fonts, Text, and Paragraphs
Word 2003: 5 Formatting Tabs, Pages, and Documents
Word 2003: 6 Styles, Templates, and Formatting Tips
Word 2003: 7 Borders, Tables, and Columns
Word 2003: 8 Lists, Images, and Art
Word 2003: 9 Creating Projects with Word
Word 2007 Series
Word 2007: 1 Getting Started
Word 2007: 2 Typing and Editing Text
Word 2007: 3 Formatting Text
Word 2007: 4 Formatting Paragraphs and Lists
Word 2007: 5 Building Tables
Word 2007: 6 Working with Images

Works Series
Works: 1 Getting Started
Works: 2 Introducing the Word Processor
Works: 3 Formatting Word Processor Pages
Works: 4 Using the Spreadsheet
Works: 5 Managing Spreadsheet Data
Works: 6 Using the Database
Works: 7 Calendar and Cross-Works Tools

BUSINESS SKILLS VIDEOS:

Coaching Series (Videos)
Coaching: 2 Coaching for Behavioral Change
Coaching: 3 Performance Coaching: Career Coaching
Coaching: 4 Performance Coaching: Collaborating
Coaching: 5 Performance Coaching: Mentoring
Coaching: 6 Performance Coaching: Training

Communication Series (Videos)
Communication: 1 Curing Common Meeting Ailments (Interview)
Communication: 3 Effective Business Writing
Communication: 4 High Performance Communication
Communication: 5 Keeping Meeting Participants Awake (Interview)
Communication: 6 The People Styles Model
Communication: 7 People Styles at Work
Communication: 8 Resolving Conflict
Communication: 9 Telephone Etiquette
Communication: 10 The Influence Edge and E-Mail
Communication: 11 Understanding Negotiation
Communication: 12 Working Wounded: Effective Business Presentations
Communication: 13 Working Wounded: Giving an Apology at Work
Communication: 14 Working Wounded: Leading a Successful Meeting
Communication: 15 Working Wounded: Making Group Decisions
Communication: 16 Working Wounded: Working Through Conflict

Customer Service Series (Videos)
Customer Service: 8 Dealing with Customer Complaints
Customer Service: 9 Exceeding Customer Expectations
Customer Service: 10 Getting to Know Your Customers
Customer Service: 11 Getting Your Customer Experience Right (Interview)

Customer Service Series (Videos) – cont’d
Customer Service: 12 Implementing Effective Service Standards
Customer Service: 13 Keeping Loyal Customers
Customer Service: 16 Measuring Customer Service
Customer Service: 18 Understanding Customer Service
Customer Service: 19 Working Wounded: Building Relationships with Your Customers
Customer Service: 20 Working Wounded: Good News About Customer Complaints

Self-Management Series (Videos)
Self-Management: 1 Becoming More Assertive
Self-Management: 3 Creative Time Management for the New Millennium
Self-Management: 4 Dealing with Non-Stop Change
Self-Management: 6 Leap of Faith
Self-Management: 7 Self-Motivation Through Self-Talk
Self-Management: 8 Self-Talk First Aid Kit
Self-Management: 9 The Dynamics of Self-Talk (Interview)
Self-Management: 12 Working Wounded: Dealing with a Messy Desk
Self-Management: 13 Working Wounded: Getting More Work Done
Self-Management: 14 Working Wounded: Office Politics
Self-Management: 15 Working Wounded: Performance Appraisals

Work and Life Balance Series (Videos)
Work and Life Balance: 3 Embracing New Technology
Work and Life Balance: 11 The Risks of Job Burnout
Work and Life Balance: 13 Working Wounded: Information Overload

Workplace Environment Series (Videos)
Workplace Environment: 1 Computer Comfort
Workplace Environment: 2 Diversity Effectiveness – An Overview
Workplace Environment: 4 Ethical Decision Making
Workplace Environment: 5 Ethics in the Workplace – Choose Wisely!
Workplace Environment: 6 Moving Toward Diversity Effectiveness
Workplace Environment: 7 Preventing Sexual Harassment
Workplace Environment: 8 Preventing Sexual Harassment (Presentation Style)
Workplace Environment: 9 Preventing Violence in the Workplace
Workplace Environment: 10 Preventing Violence in the Workplace (Presentation Style)
Workplace Environment: 11 Workplace Violence: Ingredients for Disaster
Workplace Environment: 12 Working Wounded: Overcoming Your Own Bias
In practice, professional development for educators encompasses an extremely broad range of topics and formats. For example, professional-development experiences may be funded by district, school, or state budgets and programs, or they may be supported by a foundation grant or other private funding source. They may range from a one-day conference to a two-week workshop to a multiyear advanced-degree program.