

## ADMINISTRATIVE ASSISTANT & FRONT DESK

- 50 Training Activities for Administrative, Secretarial, and Support Staff
- Assertiveness Skills for the Receptionist
- Effective Telephone Communication Skills for Receptionists
- Filing and Record-Keeping
- Introducing Office Management
- Managing the Front Desk
- Organizational Structure of an Office
- Organizing and Alphabetizing Files
- Organizing Computer Files
- Overview for the New Administrative Assistant
- Professional Telephone Skills
- Safety and Security Begins at the Front Desk
- Telephone Techniques: Greeting
- Telephone Techniques: Handling Angry Callers
- Telephone Techniques: Hold Please
- Telephone Techniques: Phone Etiquette
- Telephone Techniques: Taking Calls
- Telephone Techniques: Taking Messages

## BUSINESS SKILLS

- A Guide to Whistleblowing
- A Unified Communications Strategy for Content
- All About Details (Part 1 of 2): Paying Attention to Detail
- All About Details (Part 2 of 2): How to NOT Miss the Details!
- Analyzing Social Networks in Your Organization
- Are Tattoos Workplace Appropriate
- Be a Math Rockstar
- Be a Math Rockstar Part 2!
- Becoming an Asset: Understanding Your Company
- Becoming an Asset: Understanding Your Industry
- Building a Framework for Execution
- Business Analysis
- Business Attire Basics for Men: Black Tie Attire
- Business Attire Basics for Men: Black Tie Optional Attire
- Business Attire Basics for Men: Business Casual Attire
- Business Attire Basics for Men: Business Formal Attire
- Business Attire Basics for Men: Casual Attire
- Business Attire Basics for Men: Semi-Formal/Cocktail Attire
- Business Attire Basics for Women: Black Tie Attire
- Business Attire Basics for Women: Black Tie Optional Attire
- Business Attire Basics for Women: Business Casual Attire
- Business Attire Basics for Women: Business Formal Attire
- Business Attire Basics for Women: Casual Attire
- Business Attire Basics for Women: Semi-Formal/Cocktail Attire
- Business Meals: Attending a Business Meal
- Business Meals: Hosting a Business Meal
- Business Planning for Beginners

- Business Process Reengineering (BPR): Introduction (Part 1 of 6)
- Business Process Reengineering (BPR): The 3 C's (Part 2 of 6)
- Business Process Reengineering (BPR): Characteristics (Part 3 of 6)
- Business Process Reengineering (BPR): Requirements (Part 4 of 6)
- Business Process Reengineering (BPR): Key Steps (Part 5 of 6)
- Business Process Reengineering (BPR): Pitfalls (Part 6 of 6)
- Business Recovery after a Natural Disaster
- Business Travel: Before Leaving
- Business Travel: Business Travel
- Business Travel: Hotel, Motel, Holiday Inn
- Business Travel: International Business Travel
- Business Travel: I've Got a Plane to Catch
- Business Travel: My Bags Are Packed
- Business Travel: Safe Travels
- Business Travel: Staying Healthy
- Business Travel: Technology Security
- Business Travel: There's an App for That
- Character Matters! Character and Courage
- Character Matters! Connecting Character in the Workplace
- Character Matters! Standing on Principle
- Character Matters! The Character Makeover
- Cognitive Flexibility: Flexible Thinking at Work (Part 1 of 4)
- Cognitive Flexibility: Benefits of Cognitive Flexibility (Part 2 of 4)
- Cognitive Flexibility: Increase Your Cognitive Flexibility (Part 3 of 4)
- Cognitive Flexibility: Physical Influence on Cognitive Flexibility (Part 4 of 4)
- Communicating Your Ethics To Your Team (Part 9 of 13)
- Communicating Your Ethics to Your Customers (Part 10 of 13)
- Concept Evaluation: Finding Support
- Concept Evaluation: Making Decisions
- Confidentiality and Intellectual Property Tips and Actions for Success (Part 3)
- Coordinating With Others: Coordinating Gone Wrong! (Part 1 of 4)
- Coordinating With Others: Preparing to Coordinate a Project (Part 2 of 4)
- Coordinating With Others: Traits of an Effective Coordinator (Part 3 of 4)
- Coordinating With Others: How Coordinators Exert Control (Part 4 of 4)
- Coping with Change: Change Behaviors
- Coping with Change: Change Model
- Coping with Change: Change Phases
- Corporate Social Responsibility
- Creating a Statement of Values (Part 11 of 13)
- Creativity: 01. Getting Creative
- Creativity: 02. Logic vs Creativity
- Creativity: 03. Techniques
- Creativity: 04. Defining Problems
- Creativity: 05. Generate and Evaluate
- Criminal versus Civil Law for Business
- Crisis Control: Apology Accepted
- Crisis Control: Keeping Your Promises
- Crisis Control: The Cover-up
- Crisis Control: Your Ethical Appearance
- Critical Thinking 101: Characteristics of Critical Thinkers
- Critical Thinking 101: Developing Yourself as a Critical Thinker
- Critical Thinking 101: Leveraging Critical Thinking at Work
- Critical Thinking 101: Recognizing Critical Thinking Errors
- Critical Thinking 101: Why We Need Critical Thinking
- Critical Thinking: Asking Effective Questions
- Cutting Edge Communication: Accepting Change
- Cutting Edge Communication: Arrogance and Humility
- Cutting Edge Communication: Brainstorming and Solving
- Cutting Edge Communication: Creating Workforce Agility
- Cutting Edge Communication: Overcoming Fears
- Cutting Edge Communication: Trying Myers-Briggs
- Cutting Edge Success at Work: Appreciate Feedback
- Cutting Edge Success at Work: Be Confident and Assertive
- Cutting Edge Success at Work: Build Employability Skills
- Cutting Edge Success at Work: Communicate Effectively
- Cutting Edge Success at Work: Demonstrate Strengths
- Cutting Edge Success at Work: Impress at Job Interviews
- Do You Need a Meeting? Infographic
- During Meetings
- Eliminating the Execution Gap
- Ethical Decision-Making Skills: Actions for Success (Section 4)
- Ethical Decision-Making Skills: Connecting Character (Section 2)
- Ethical Decision-Making Skills: Ethical Issues and Problems (Section 1)
- Ethical Decision-Making Skills: What You Need to Know (Section 3)
- Ethical Expectations: Code of Conduct and Compliance Training (Section 1)
- Ethical Expectations: Code of Conduct and Compliance Training (Section 2)
- Ethical Expectations: Code of Conduct and Compliance Training (Section 3)
- Ethical Expectations: Code of Conduct and Compliance Training (Section 4)
- Ethical Expectations: Code of Conduct and Compliance Training (Section 5)
- Ethical Issues in Advertising and Marketing
- Ethical Situations to Consider (Spanish)
- Ethics and Business Conduct for Government Contractors
- Ethics and Code of Conduct

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- Ethics Begins With Respect (Part 4 of 13)
- Ethics For Managers
- Ethics in the Workplace
- Ethics Requires Self-Discipline (Part 6 of 13)
- Ethics Toolkit: Gossip and Rumors
- Ethics: An Employee's Perspective
- Ethics: Everything You Ever Wanted To Know About Conflicts Of Interest But Were Too Lazy To Ask
- Ethics: How To Avoid Sexual Harassment In Under Four Minutes!
- Ethics: How To Deal With Anybody For Whom Episode 5 Was Hard To Understand
- Ethics: How To Handle Customer Information. Boring Title, Awesome Video
- Ethics: Privacy - Or The Total Lack Of It, Depending On What You Do!
- Ethics: Probably The Best Reason Ever For Not Taking Bribes
- Ethics: The Remarkably Obvious Difference Between A Gift And A Bribe
- Ethics: To Borrow, Or Not To Borrow? That Is The Question, And This Video Is The Answer!
- Ethics: Why Even Bother With Ethics Training?
- Gathering Data: Costs and Benefits
- Gathering Data: Identifying and Addressing Risks
- Gathering Data: SWOT Analysis
- Gathering Data: Understanding Financial Metrics
- Gift and Hospitality in the Workplace - Part 1: Ethical Issues and Problems
- Gift and Hospitality in the Workplace - Part 2: Workplace Skills for Success
- Government's Role in Managing the Economy
- Grammatologies, Legal Documents and a Glossary
- Honesty Made Simple: Avoiding "Spin" and Other Rationalizations
- Honesty Made Simple: Honesty and Personal Values at Work
- Honesty Made Simple: Making Honesty Intrinsic
- Honesty Made Simple: Something for Nothing - The Reality Behind Employee Theft
- Honesty Made Simple: What Makes You Ethical?
- How Ethics affect Attitude and Behavior
- How Much Does Your Meeting Cost?
- How to Avoid Lapsing Into Unethical Behavior (Part 7 of 13)
- How to Deal with People Who Want You to Compromise Your Ethics (Part 8 of 13)
- How To Work a Room: After The Event
- How To Work a Room: Attending an Event
- How To Work a Room: Preparing for an Event
- Identifying and Overcoming Business Challenges
- Identifying Business Opportunities
- Igniting Creativity: You Can Be Creative! (Part 1 of 11)
- Igniting Creativity: Creativity vs. Logic (Part 2 of 11)
- Igniting Creativity: The Creative Process, Part 1 (Part 3 of 11)
- Igniting Creativity: The Creative Process, Part 2 (Part 4 of 11)
- Igniting Creativity: Adopting a Creative Mindset (Part 5 of 11)
- Igniting Creativity: Conducting a Brainstorming Session (Part 6 of 11)
- Igniting Creativity: How to Be Innovative (Part 7 of 11)
- Igniting Creativity: Innovating With SCAMPER (Part 8 of 11)
- Igniting Creativity: Idea Generation Techniques (Part 9 of 11)
- Igniting Creativity: Becoming a More Creative Thinker (Part 10 of 11)
- Igniting Creativity: Fostering Creativity at Work (Part 11 of 11)
- Influencing Others Ethically
- Insider Trading
- Introduction to Math: Adding and Subtracting
- Introduction to Math: Choosing the Right Operation
- Introduction to Math: Estimation Basics
- Introduction to Math: Fighting the Fear
- Introduction to Math: Finding Averages
- Introduction to Math: Inequalities
- Introduction to Math: Multiplying and Dividing
- Introduction to Math: Positive and Negative Numbers
- Introduction to Math: Understanding Decimals
- Introduction to Math: Understanding Fractions
- Introduction to Math: Understanding Percentages
- Introduction to Math: Understanding the Metric System
- Job Offer Math: Benefits by the Numbers
- Job Offer Math: Cost of Living Comparisons
- Job Offer Math: Medical Insurance Basics
- Job Offer Math: Understanding a Job Offer
- Know What You Stand For (Part 5 of 13)
- Knowledge Management: Getting and Sharing Best Practices
- Knowledge Management: Removing the Blocks to Sharing Best Practices
- Knowledge Management: Understanding Best Practices
- Leadership and Change: Making Change a Core Competency (Part 1 of 9)
- Leadership and Change: Understanding What Drives Change (Part 2 of 9)
- Leadership and Change: The Resistance to Change (Part 3 of 9)
- Leadership and Change: Creating a Case for Change (Part 4 of 9)
- Leadership and Change: Thinking Strategically About Change (Part 5 of 9)
- Leadership and Change: Implementing a Change Initiative (Part 6 of 9)
- Leadership and Change: Establishing a Culture of Agility (Part 7 of 9)
- Leadership and Change: Overcoming a Fear of Change (Part 8 of 9)
- Leadership and Change: Agility Quick Tips (Part 9 of 9)
- Leading Team Meetings
- Learning What You Don't Know
- Leveraging Video for Unified Communications
- Linking Ethical Behavior to Your Organization's Structure
- Maintaining Your Statement of Values (Part 12 of 13)
- Making Travel Plans and Reservations
- Managing Meetings
- Mathematical Foundation
- Meeting Agendas and Minutes
- Meeting For Results
- Moral Conscience and Ethical Balance at Work: Absolutes and Ethical Relativism in the Workplace
- Moral Conscience and Ethical Balance at Work: Ethical Balance
- Moral Conscience and Ethical Balance at Work: Feeling Ethical
- Moral Conscience and Ethical Balance at Work: What is a Conscience?
- Moral Conscience and Ethical Balance at Work: Your Guilt Trip
- New Employee Math: Budgeting Basics
- New Employee Math: How to Fill Out a W-4
- New Employee Math: Investment Basics
- New Employee Math: Retirement Savings Basics
- New Employee Math: Savings
- New Employee Math: Taxation Basics
- New Employee Math: Your First Paycheck
- Office Etiquette
- Operations Processes
- Organizational Ethics
- People Matter! Beginning with Respect
- People Matter! Ethics and Human Value
- People Matter! Ethics and Respect Connection: Do you "Care"?
- People Matter! Roadblocks to Respect
- Planning for a Business Trip
- Privacy and Ethical Behavior
- Product Liability: Strict Liability and Negligence
- Product Liability: Warranties, Agency and Damages
- Professional Excellence Episode 1: What (Not) To Talk About at Work!
- Professional Excellence Episode 2: Shouting, Rampant Negativity, and Other Terrible Ideas!
- Professional Excellence Episode 3: Gossip: For People Who Don't Want Friends!
- Professional Excellence Episode 4: Meetings Aren't Actually for Texting - Sorry!
- Professional Excellence Episode 5: How to Use the Internet for Good and Not Evil
- Professional Excellence Episode 6: How to Use Email So That People Don't Want to Hurt You
- Professional Excellence Episode 7: The Speakerphone Why Talk When Shouting Will Do?
- Professional Excellence Episode 8: Various Ways to Succeed (And Fail!) at Introductions
- Professional Excellence Episode 9: How to Shake Someone's Hand
- Professional Excellence Episode 10: Meeting Groups of People
- Professional Excellence Episode 11: Exchanging Business Cards, Following Up, and Networking Events
- Promoting an Ethical Culture (Part 13 of 13)
- Promoting an Ethical Culture in Your Organization
- Proper Introductions: In-Person Introductions

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- Public Law: Government and the Economic Environment
- Public Law: Introducing the Principles
- Public Law: Understanding Statutory and Administrative Law
- Reading the Field: Conducting a SWOT Analysis
- Remembering Names and Faces
- Reviewing Law and the Legal System
- S.C.A.M.P.E.R.
- Selling You: Contacting Prospective Employers
- Selling You: Creating Your Elevator Pitch
- Selling You: Increasing Your Visibility
- Selling You: Navigating Online Job Boards
- Selling You: Prospecting Potential Employers
- Selling You: Qualifying Potential Employers
- Setting Agendas and Taking Minutes
- Specialized Math: Calculating Production Costs
- Specialized Math: Compound vs. Simple Interest
- Specialized Math: Determining Pricing
- Specialized Math: Interest Rates
- Specialized Math: Inventory Basics
- Specialized Math: Mark-ups and Mark-downs
- Specialized Math: Net vs. Gross
- Specialized Math: Payroll Basics
- Specialized Math: Understanding Annuities
- Specialized Math: Understanding Loans
- Specialized Math: Understanding Profits and Profit Margins
- Specialized Math: Understanding Ratios, Proportions, and Percentages
- Specialized Math: Understanding ROI
- Stages of Corporate Responsibility
- Stakeholders and Your Ethical Duty to Them
- Stand-Up Meetings: Common Pitfalls
- Stand-Up Meetings: Effective Leadership
- Stand-Up Meetings: Guidelines
- Stand-Up Meetings: Meaningful Participation
- Statistics: Data Analysis Basics
- Statistics: Introduction to Statistics
- Statistics: Organizing Data
- Statistics: Understanding Probability
- Stewardship of Company Assets - Part 1: Ethical Issues and Problems
- Stewardship of Company Assets - Part 2: Workplace Skills for Success
- Telling the Story: After Approval
- Telling the Story: Presentation
- Telling the Story: The Art of Persuasion
- Telling the Story: Writing a Proposal
- The Four States of Knowing
- The Global Business Environment: Maximizing Cultural Awareness
- The Impact of Social Media Within Your Organization
- The Invisible Meeting
- The Smell Test: A First Look at Ethics in Business
- Travel and Automobile Expense Reports
- Understanding Confidentiality and Intellectual Property Issues and Problems (Part 1)
- Understanding Negligence Torts in Business
- Understanding Organizational Behavior
- Understanding Successful Negotiation

- Use Resistance as Your Friend-Follower
- What is Economics?
- When Change Isn't a Choice-Follower
- Why Be Ethical? Because It's The Right Thing To Do (Part 1 of 13)
- Why Be Ethical? Because Your Customers Demand It (Part 2 of 13)
- Why Be Ethical? Because You'll be Happier (Part 3 of 13)
- Workplace Law
- Your Responsibility for Confidential and Intellectual Property (Part 2)

## BUSINESS WRITING & GRAMMAR

- Bad Email Habits: What Message Are You Sending?
- Be a Grammar Genius!
- Be a Pronoun Expert!
- Business Writing and Editing for Professionals
- Clear Up the Grammar Confusion
- Common Comma Errors
- Commonly Misused Words - Skills and Drills
- Conquering Your Inbox Before It Conquers You
- Effective Business Proposals
- Effective Writing Skills: Improving Readability (Part 1 of 18)
- Effective Writing Skills: Parts of Speech, Part 1 (Part 2 of 18)
- Effective Writing Skills: Parts of Speech, Part 2 (Part 3 of 18)
- Effective Writing Skills: Common Word Mix-Ups, Part 1 (Part 4 of 18)
- Effective Writing Skills: Common Word Mix-Ups, Part 2 (Part 5 of 18)
- Effective Writing Skills: Common Word Usage Errors (Part 6 of 18)
- Effective Writing Skills: Basic Grammar Rules (Part 7 of 18)
- Effective Writing Skills: Punctuation Marks -- Basic (Part 8 of 18)
- Effective Writing Skills: Punctuation Marks -- Advanced (Part 9 of 18)
- Effective Writing Skills: Constructing Effective Sentences (Part 10 of 18)
- Effective Writing Skills: Constructing Effective Paragraphs (Part 11 of 18)
- Effective Writing Skills: Getting Started on Your Writing Project (Part 12 of 18)
- Effective Writing Skills: Creating Your First Draft (Part 13 of 18)
- Effective Writing Skills: Reviewing Your Document (Part 14 of 18)
- Effective Writing Skills: Basic Spelling Rules (Part 15 of 18)
- Effective Writing Skills: Formatting Business Letters (Part 16 of 18)
- Effective Writing Skills: Composing Effective Reports (Part 17 of 18)
- Effective Writing Skills: Writing Persuasive Proposals (Part 18 of 18)
- Email Etiquette Infographic
- Grammar Guide: Abbreviations

- Grammar Guide: Active & Passive Verbs
- Grammar Guide: Adjectives
- Grammar Guide: Adverbs
- Grammar Guide: Apostrophes
- Grammar Guide: Colons & Semicolons
- Grammar Guide: Commas
- Grammar Guide: Common Errors
- Grammar Guide: End Punctuation
- Grammar Guide: Indefinite Pronouns
- Grammar Guide: Interrogative Pronouns
- Grammar Guide: Irregular Verbs
- Grammar Guide: Misused Words
- Grammar Guide: Parentheses
- Grammar Guide: Personal Pronouns
- Grammar Guide: Plural Nouns
- Grammar Guide: Quotation Marks
- Grammar Guide: Regular Verbs
- Grammar Guide: Sentences & Paragraphs
- Grammar Shootout - SkillBuilder Game
- Great Grammar and Painless Proofreading
- Measurements and Magnitudes with Numbers
- Numbers and Numerals
- Political Awareness in Government Agencies
- Proposals That Work for Government Agencies
- Sending an Email
- Sentence Construction - Skills and Drills
- Thank You Notes
- Using Active Voice - Skills and Drills
- Using Numbers for Time and Money
- Using Numbers in Sentences - Skills and Drills
- Using Words or Figures for Numbers
- Write Effective and Appropriate Emails
- Writing for the Web

## COMMUNICATION

- A Positive Approach to Speaking
- Active Listening
- Active Listening Skills to Improve Communication
- Aggressive Manipulators
- Assertive Communication: The Continuum
- Assertive Communication: The Nonverbal Side
- Assertive Communication: The Three-Part Model
- Assertive Communication: Tips for Naturally Aggressive People
- Assertive Communication: Tips for Naturally Passive People
- Assertive Communication: Tips for Self-Regulation
- Assertiveness: What Kind of Communicator Are You?
- Building Great Relationships at Work (Part 1 of 5)
- Building Great Relationships with Co-Workers (Part 2 of 5)
- Building Great Relationships with Bosses (Part 3 of 5)
- Building Great Relationships with Subordinates (Part 4 of 5)
- Building Great Relationships: Building Relationships with Jerks (Part 5 of 5)
- Building Influence in the Workplace
- Building Strategic Relationships (Part 1 of 4): Planning for Strategic Relationships
- Building Strategic Relationships (Part 2 of 4): What You Have to Offer

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- Building Strategic Relationships (Part 3 of 4): Starting the Relationship
- Building Strategic Relationships (Part 4 of 4): Tips for Strengthening the Relationship
- Building Your Personal Brand
- Colorful Connections - Communication Basics (P)
- Colorful Connections - Recognizing the Personalities (P)
- Colorful Connections - Team Building Basics (P)
- Communication Toolkit: Apologizing at Work
- Communication Toolkit: Becoming a Master Communicator
- Communication Toolkit: Communicating Across the Organization
- Communication Toolkit: Communicating as a Leader
- Communication Toolkit: Communicating with Confidence
- Communication Toolkit: Communication Is Critical
- Communication Toolkit: Connecting Over the Phone
- Communication Toolkit: Corresponding via Email
- Communication Toolkit: Differences Among Generations
- Communication Toolkit: Mastering Small Talk
- Communication Toolkit: Meeting Etiquette
- Communication Toolkit: Nonverbals and Body Language
- Communication Toolkit: Overcommunicating
- Communication Toolkit: Respectful Communication
- Communication Toolkit: The Power of Storytelling
- Communication Toolkit: Transparency
- Conflict: Manage Conflict Situations
- Conflict: Manage Your Emotions
- Conflict: Respond to Tension
- Conflict: Workplace Tension
- Confronting Workplace Conflict
- Cutting Edge Basic English: A Typical Day
- Cutting Edge Basic English: Asking for Help
- Cutting Edge Basic English: Be Careful
- Cutting Edge Basic English: Can I Help?
- Cutting Edge Basic English: Chatting
- Cutting Edge Basic English: Comparing
- Cutting Edge Basic English: Do You Like Them?
- Cutting Edge Basic English: Friends and Family
- Cutting Edge Basic English: Giving Information
- Cutting Edge Basic English: How Do You Feel?
- Cutting Edge Basic English: How Was Your Week?
- Cutting Edge Basic English: Instructions and Advice
- Cutting Edge Basic English: Let's Go
- Cutting Edge Basic English: Meeting People
- Cutting Edge Basic English: Thanks
- Cutting Edge Basic English: What Are You Going to Do?
- Cutting Edge Basic English: What Do You Do?
- Cutting Edge Basic English: What's Happening?
- Cutting Edge Basic English: Where Can We Meet?
- Cutting Edge Basic English: You Choose
- Cutting Edge Communication: Building Relationships
- Cutting Edge Communication: Presenting with Passion
- Cutting Edge Communication: Surviving Team Conflicts
- Dealing with Anger and Emotions: Quick Tips
- Dealing with Anger and Emotions: Quick Tips (French)
- Dealing with Anger and Emotions: Quick Tips (French-Canadian)
- Dealing with Anger and Emotions: Quick Tips (Spanish)
- Dealing with Difficult Parents
- Dealing with Feelings
- Defining Moments
- DISC Styles: D
- DISC Styles: I
- DISC Styles: S
- DISC Styles: C
- DISC: Introduction
- DISC: Leading D
- DISC: Leading I
- DISC: Leading S
- DISC: Leading C
- DISC: Questionnaire
- DISC: Understanding DISC Styles
- Earning Trust
- Effective Digital Communication: Avoid Misunderstandings
- Effective Digital Communication: Avoid Time-Wasting Mistakes
- Effective Digital Communication: Maximize Impact & Response
- Effective Digital Communication: Minimize Confusion Through Consistency
- Elevator Pitch
- English at Work Series: Agreeing and Disagreeing
- English at Work Series: Apologizing
- English at Work Series: Asking Questions
- English at Work Series: Clarifying and Explaining
- English at Work Series: Communicating Feedback
- English at Work Series: Comparing and Contrasting
- English at Work Series: Complaining and Criticizing
- English at Work Series: Considering Options
- English at Work Series: Describing Feelings
- English at Work Series: Describing People
- English at Work Series: Discussing Responsibilities
- English at Work Series: Encouraging Others
- English at Work Series: Expressing Ideas and Attitudes
- English at Work Series: Giving Reasons
- English at Work Series: Giving Warnings
- English at Work Series: Greeting and Introducing
- English at Work Series: Making Suggestions
- English at Work Series: Saying What's Needed
- English at Work Series: Saying Where People Are
- English at Work Series: Talking about Rules
- Enhancing Interpersonal Communication Skills Final Exam
- EQ Toolbox: Becoming Socially Aware
- EQ Toolbox: Becoming Socially Aware (French)
- EQ Toolbox: Becoming Socially Aware (French-Canadian)
- EQ Toolbox: Becoming Socially Aware (Spanish)
- EQ Toolbox: How to be More Self-Aware
- EQ Toolbox: How to be More Self-Aware (French)
- EQ Toolbox: How to be More Self-Aware (French-Canadian)
- EQ Toolbox: How to be More Self-Aware (Spanish)
- EQ Toolbox: How to Express Empathy
- EQ Toolbox: How to Express Empathy (French)
- EQ Toolbox: How to Express Empathy (French-Canadian)
- EQ Toolbox: How to Express Empathy (Spanish)
- EQ Toolbox: Managing Your Relationships
- EQ Toolbox: Managing Your Relationships (French)
- EQ Toolbox: Managing Your Relationships (French-Canadian)
- EQ Toolbox: Managing Your Relationships (Spanish)
- Foundations of Assertive Communication
- Foundations of Assertive Communication (French)
- Foundations of Assertive Communication (French-Canadian)
- Foundations of Assertive Communication (Spanish)
- Handling Conflict: An Employees' Guide
- Having Great Conversations: The Conversational Mindset (Part 1 of 4)
- Having Great Conversations: Mastering Small Talk (Part 2 of 4)
- Having Great Conversations: Achieving Productive Conversations (Part 3 of 4)
- Having Great Conversations: Practical Tips for Conversations (Part 4 of 4)
- Healthy Communication: 01. Types of Communication at Work
- Healthy Communication: 02. How to Communicate Well at Work
- Healthy Communication: 03. How Not to Communicate
- Healthy Communication: 04. Using Email at Work
- Healthy Communication: 05. Communicating with Your Remote Team
- How Perceptual Style affects Behavior
- How to Appreciate Complaints
- How to Be Assertive - Not Aggressive
- How to Be Assertive - Not Aggressive (French)
- How to Be Assertive - Not Aggressive (French-Canadian)
- How to Be Assertive - Not Aggressive (Spanish)
- How to Find Common Ground
- How to Manage Emotions in the Workplace
- How to Overcome Disruptive Workstyle Differences
- How to Start a Conversation With a Stranger
- How to Tell Someone No
- How to Tell Someone They Have Body Odor
- How to Tell Someone You Forgot Their Name
- How to Work With Someone You Dislike
- Influence Tactics
- Interpersonal Communication
- Introduction to Negotiation
- Introduction to Negotiation (French)
- Introduction to Negotiation (French-Canadian)
- Introduction to Negotiation (Spanish)
- Making Them Believe
- Making Your Point
- Manage Yourself in the Midst of Conflict
- Manage Yourself in the Midst of Conflict (French)

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- Manage Yourself in the Midst of Conflict (French-Canadian)
- Manage Yourself in the Midst of Conflict (Spanish)
- Managing Conflict in Special Circumstances
- Managing Conflict in Special Circumstances (French)
- Managing Conflict in Special Circumstances (French-Canadian)
- Managing Conflict in Special Circumstances (Spanish)
- Managing Conflict Step-by-Step
- Managing Conflict Step-by-Step (French)
- Managing Conflict Step-by-Step (French-Canadian)
- Managing Conflict Step-by-Step (Spanish)
- Manipulation in the Workplace
- Nonverbal Communication: Aligning Nonverbal Communication with Intentions
- Nonverbal Communication: Defining Nonverbal Communication
- Nonverbal Communication: Leveraging Nonverbals for Success
- Nonverbal Communication: Workplace Standards
- Nonverbal Communication: Workplace Standards - Appearance
- Online Demos Made Easy
- Organizing and Planning a Web Conference
- Overview of Web Conferences
- Passive Manipulators
- Persuasive Communication: Introduction
- Persuasive Communication: Techniques
- Pitching and Influencing
- Power Across Cultures
- Powerful Listening Skills
- Powerful Listening Skills (French)
- Powerful Listening Skills (French-Canadian)
- Powerful Listening Skills (Spanish)
- Presentation Room Set Up Infographic
- Presentation Skills Basics: Setting the Stage
- Presentation Skills: After the Presentation
- Presentation Skills: Basic Questions
- Presentation Skills: Creating Slides
- Presentation Skills: Handling Distractions
- Presentation Skills: Handling Questions
- Presentation Skills: Handouts
- Presentation Skills: Opening
- Presentation Skills: Organizing
- Presentation Skills: Psyching Up
- Presentation Skills: Punching Up Your Presentation
- Presentation Skills: Right Before the Presentation
- Presentation Skills: Using Audio Visuals
- Presenting at a Web Conference
- Putdown Offenders
- Simple Scripts for Problems at Work
- Speak Up and Be Heard! A Confidence-Boosting Course for Women
- Speaking and Listening
- Straight Talk On Bad Language
- Styles of Negotiation
- Styles of Negotiation (French)
- Styles of Negotiation (French-Canadian)
- Styles of Negotiation (Spanish)
- The Art of Nonverbal Communication
- The Art of Nonverbal Communication (French)

- The Art of Nonverbal Communication (French-Canadian)
- The Art of Nonverbal Communication (Spanish)
- The Basics of Emotional Intelligence
- The Basics of Emotional Intelligence (French)
- The Basics of Emotional Intelligence (French-Canadian)
- The Basics of Emotional Intelligence (Spanish)
- The Eight Basic Emotions
- The Four R's of Assertiveness
- The Great Conversationalist
- The Meaning of Being Assertive
- The Power of Conformity
- The Secret to Effective Communication
- The Six Sources of Power
- The Subtle Art of Manipulation
- The Truth About Conflict
- Understanding Your Learning Style
- Using Assertive Verbal Skills
- Why Power Is Powerful
- Working Well with Everyone: The Diversity Continuum
- Working Well with Everyone: The Mistake of Stereotyping
- Your Assertive Rights

## COMPUTER SKILLS

- Creating Passwords
- Laptops and Mobile Device Tips

## COMPUTER SOFTWARE

- 60 Minutes of Adobe® Acrobat® Secrets
- 60 Minutes of Microsoft® Access® Secrets
- 60 Minutes of Microsoft® Excel® Secrets
- 60 Minutes of Microsoft® Excel® Secrets 2013
- 60 Minutes of Microsoft® Outlook® Secrets
- 60 Minutes of Microsoft® PowerPoint® Secrets
- 60 Minutes of Outlook® Secrets 2013
- 60 Minutes of Photoshop® Secrets
- Accept or Decline a Task Assignment in Microsoft® Outlook® 2016
- Access® 2013 Part 1: Add Controls to a Report
- Access® 2013 Part 1: Configuring Form Lookup Field
- Access® 2013 Part 1: Create a Form
- Access® 2013 Part 1: Create a Query with Multiple Parameters
- Access® 2013 Part 1: Create a Report
- Access® 2013 Part 1: Create a Simple Access Database
- Access® 2013 Part 1: Create Action Queries
- Access® 2013 Part 1: Create Parameter Queries
- Access® 2013 Part 1: Create Unmatched and Duplicate Queries
- Access® 2013 Part 1: Edit Tables and Rows
- Access® 2013 Part 1: Enhance the Appearance of a Report
- Access® 2013 Part 1: Explore Access Ribbon Commands
- Access® 2013 Part 1: Get Help in Access
- Access® 2013 Part 1: Join Data from Different Tables in a Query
- Access® 2013 Part 1: Modify Table Data
- Access® 2013 Part 1: Orientation to Access
- Access® 2013 Part 1: Perform Calculations in a Query
- Access® 2013 Part 1: Prepare a Report for Print
- Access® 2013 Part 1: Purpose of Primary Key
- Access® 2013 Part 1: Sort and Filter Data in a Query
- Access® 2013 Part 1: Sort and Filter Records
- Access® 2013 Part 1: Summarize Data
- Access® 2013 Part 1: The Access Options Dialog Box
- Access® 2013 Part 1: The Records Bar
- Access® 2013 Part 1: Use Forms for Data Entry
- Access® 2013 Part 1: Use Queries
- Access® 2013 Part 1: Use Reports
- Access® 2013 Part 1: Use the Report Wizard
- Access® 2013 Part 1: Use Wildcards in a Parameter Query
- Access® 2013 Part 2: Add a Calculated Field to a Report
- Access® 2013 Part 2: Add a Subreport to an Existing Report
- Access® 2013 Part 2: Add Data Bars to Reports
- Access® 2013 Part 2: Analyzing the Relational Database Design Process - Intro
- Access® 2013 Part 2: Create a Self Join
- Access® 2013 Part 2: Create a Table
- Access® 2013 Part 2: Create Inner and Outer Joins
- Access® 2013 Part 2: Create Many to Many Relationship
- Access® 2013 Part 2: Create Subqueries
- Access® 2013 Part 2: Create Table Relationships
- Access® 2013 Part 2: Export Data to Excel®
- Access® 2013 Part 2: Export Data to Text File Formats
- Access® 2013 Part 2: Format Reports
- Access® 2013 Part 2: Import Data from Excel® File
- Access® 2013 Part 2: Import Data from Text File
- Access® 2013 Part 2: Improve Table Structure
- Access® 2013 Part 2: Join Unrelated Tables
- Access® 2013 Part 2: Make Report Design Modifications
- Access® 2013 Part 2: Merge Access Data with Word
- Access® 2013 Part 2: Modify Data in a SubDatasheet
- Access® 2013 Part 2: Run the Table Analyzer Wizard
- Access® 2013 Part 3: Add Controls to Forms
- Access® 2013 Part 3: Analyze the Performance of a Database
- Access® 2013 Part 3: Apply Conditional Formatting
- Access® 2013 Part 3: Automate Data Entry Using a Macro
- Access® 2013 Part 3: Convert a Macro to VBA
- Access® 2013 Part 3: Convert an Access Database to an ACCDE File
- Access® 2013 Part 3: Create a Database Switchboard
- Access® 2013 Part 3: Create a Macro
- Access® 2013 Part 3: Create Subforms
- Access® 2013 Part 3: Determine Object Dependency
- Access® 2013 Part 3: Document a Database
- Access® 2013 Part 3: Enhance Navigation of Forms
- Access® 2013 Part 3: Field and Record Validation
- Access® 2013 Part 3: Form Validation
- Access® 2013 Part 3: Implement Security
- Access® 2013 Part 3: Link Tables to External Data Sources

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- Access® 2013 Part 3: Manage a Database
- Access® 2013 Part 3: Modify a Database Switchboard
- Access® 2013 Part 3: Organize Information with Tab Pages
- Access® 2013 Part 3: Package a Database with a Digital Signature
- Access® 2013 Part 3: Restrict Records Using a Condition
- Access® 2013 Part 3: Set Passwords
- Access® 2013 Part 3: Set Startup Options
- Access® 2013 Part 3: Split a Database for Multiple User Access
- Access® 2013 Part 3: Validate Data Using a Macro
- Acrobat® X Pro: Advanced
- Acrobat® X Pro: Basic
- Add a Bookmark to an Audio or Video Clip in Microsoft® PowerPoint® 2016
- Add a Button to a Form in Microsoft® Access® 2016
- Add a Lookup Field to a Form in Microsoft® Access® 2016
- Add a New Contact in Microsoft® Outlook® 2016
- Add a Picture or Illustration to your Presentation in Microsoft® PowerPoint® 2016
- Add A Screen Recording to Your Presentation NEW! in Microsoft® PowerPoint® 2016
- Add a Screenshot to Your Presentation in Microsoft® PowerPoint® 2016
- Add a Table to a Document in Microsoft® Word 2013
- Add a Table to a Document in Microsoft® Word 2016
- Add a User Defined Field in Microsoft® Outlook® 2016
- Add a User-Defined Field in Microsoft® Outlook® 2016
- Add an Automatic Sort to a Query in Microsoft® Access® 2016
- Add Audio to a Presentation in Microsoft® PowerPoint® 2016
- Add Graphics to Messages in Microsoft® Outlook® 2016
- Add Headers and Footers in Microsoft® PowerPoint® 2016
- Add Information to Page Headers and Footers in Microsoft® Word 2016
- Add Information to the Tops or Bottoms of Pages in Microsoft® Word 2013
- Add Information to the Tops or Bottoms of Printed Pages in Microsoft® Excel® 2013
- Add Information to the Tops or Bottoms of Printed Pages in Microsoft® Excel® 2016
- Add Style to Images in Microsoft® PowerPoint® 2016
- Add Style to Images in Microsoft® Word 2013
- Add Style to Images in Microsoft® Word 2016
- Add Video to a Presentation in Microsoft® PowerPoint® 2016
- Add Voting and Tracking Options to an Email in Microsoft® Outlook®
- Add Voting and Tracking Options to an Email in Microsoft® Outlook® 2016
- Add, Respond to, and Delete Reviewer Comments in Microsoft® PowerPoint® 2016
- Add, Respond to, and Delete Reviewer Comments in Microsoft® Word 2013
- Add, Respond to, and Delete Reviewer Comments in Microsoft® Word 2016
- Adjust Document Margins in Microsoft® Word 2013
- Adjust Document Margins in Microsoft® Word 2016
- Adjust Line and Paragraph Spacing in Microsoft® Word 2013
- Adjust Line and Paragraph Spacing in Microsoft® Word 2016
- Adjust Row Height and Column Width in Microsoft® Excel® 2013
- Adjust Row Height and Column Width in Microsoft® Excel® 2016
- Adjust Slide Size in Microsoft® PowerPoint® 2016
- Adjust Text Alignment and Tabs in Microsoft® Word 2013
- Adjust Text Alignment and Tabs in Microsoft® Word 2016
- Advanced Microsoft® Excel® Tips for the Power User
- Advanced Tips and Techniques for Microsoft® Word Users
- Aggregate Query Data in Microsoft® Access® 2016
- Animate a Chart in Microsoft® PowerPoint® 2016
- Animate a SmartArt Graphic in Microsoft® PowerPoint® 2016
- Animate Text and Images in Microsoft® PowerPoint® 2016
- Apply a Consistent Look and Feel to a Document in Microsoft® Word 2013
- Apply a Consistent Look and Feel to a Document in Microsoft® Word 2016
- Apply a Consistent Look and Feel to a Presentation in Microsoft® PowerPoint® 2016
- Apply a Consistent Look and Feel to a Presentation in Microsoft® PowerPoint® 2016
- Apply a Follow Up Flag to an Item in Microsoft® Outlook® 2016
- Apply a Watermark to a Page in Microsoft® Word 2013
- Apply a Watermark to a Page in Microsoft® Word 2016
- Apply Advanced Formatting to Numbers, Dates, and Times in Microsoft® Excel® 2013
- Apply Advanced Formatting to Numbers, Dates, and Times in Microsoft® Excel® 2016
- Apply Borders and Shading to Text or a Page in Microsoft® Word 2013
- Apply Borders and Shading to Text or a Page in Microsoft® Word 2016
- Apply Filters in Microsoft® Access® 2016
- Apply Password Security to a Document in Microsoft® Word 2013
- Apply Password Security to a Document in Microsoft® Word 2016
- Apply Simple Formatting to Numbers, Dates, and Times in Microsoft® Excel® 2013
- Apply Simple Formatting to Numbers, Dates, and Times in Microsoft® Excel® 2016
- Apply Styles to Text in Microsoft® Word 2013
- Apply Styles to Text in Microsoft® Word 2016
- Archive Old Data with AutoArchive in Microsoft® Outlook® 2016
- Arrange Images Around Text in Microsoft® Word 2013
- Arrange Images Around Text in Microsoft® Word 2016
- Arrange Text in Columns in Microsoft® Word 2013
- Arrange Text in Columns in Microsoft® Word 2016
- Assign a Primary Key in Microsoft® Access® 2016
- Assign a Task to Another Outlook User in Microsoft® Outlook® 2016
- Assign a Task to Another Outlook® User in Microsoft® Outlook® 2016
- Attach a File to Your Message in Microsoft® Outlook® 2016
- Bookmark Cells and Groups of Cells for Easy Reference in Microsoft® Excel® 2013
- Bookmark Groups of Cells for Easy Reference in Microsoft® Excel® 2016
- Browse Text and Objects in Your Document in Microsoft® Word 2013
- Browse Text and Objects in Your Document in Microsoft® Word 2016
- Business Process Modeling with ConceptDraw® Business Process Diagrams Solution
- Calculate Percentages in a PivotTable in Microsoft® Excel® 2013
- Calculate Percentages in a PivotTable in Microsoft® Excel® 2016
- Calculate the Difference Between Two Times in Microsoft® Excel® 2013
- Calculate the Difference Between Two Times in Microsoft® Excel® 2016
- Categorize Items in Microsoft® Outlook® 2016
- Change a Field's Name and Properties in Microsoft® Access® 2016
- Change Data Field Type in a Table in Microsoft® Access® 2016
- Change Field Properties in a Query in Microsoft® Access® 2016
- Change How Content Is Displayed in Microsoft® Word 2013
- Change How Content Is Displayed in Microsoft® Word 2016
- Change How Data Is Displayed in a PivotTable in Microsoft® Excel® 2013
- Change How Data Is Displayed in a PivotTable in Microsoft® Excel® 2016
- Change Tab Order in a Form in Microsoft® Access® 2016
- Change the Background in Microsoft® PowerPoint® 2016
- Change the Color of a Note in Microsoft® Outlook® 2016
- Change the Default Calendar Settings in Microsoft® Outlook® 2016
- Change the Default Task Options in Microsoft® Outlook® 2016
- Change Your Default Email Settings in Microsoft® Outlook® 2016
- Check to See if Entered Data is in the Right Format in Microsoft® Excel® 2016
- Choose a File Format When Saving a Workbook in Microsoft® Excel® 2013

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- Choose a File Format When Saving a Workbook in Microsoft® Excel® 2016
- Choose What Is Transferred When You Cut/ Copy and Paste in Microsoft® Excel® 2013
- Choose What Is Transferred When You Cut/ Copy and Paste in Microsoft® Excel® 2016
- Choose Which Part of Your Worksheet to Print in Microsoft® Excel® 2013
- Choose Which Part of Your Worksheet to Print in Microsoft® Excel® 2016
- Cite Sources in a Document in Microsoft® Word 2013
- Cite Sources in a Document in Microsoft® Word 2016
- Clean Clutter Out of Your Inbox in Microsoft® Outlook®
- Clean Clutter Out of Your Inbox in Microsoft® Outlook® 2016
- Communicate with a Contact Group in Microsoft® Outlook® 2016
- Compare Two Tables and Search for Differences in Microsoft® Access® 2016
- Comparing and Combining Presentations in Microsoft® PowerPoint® 2016
- ConceptDraw® PRO v9 Video Lessons (Intermediate Level)
- ConceptDraw® PROJECT v6 Video Lessons for Mac® (Advanced Level)
- ConceptDraw® PROJECT v6 Video Lessons for Mac® (Beginner Level)
- ConceptDraw® PROJECT v6 Video Lessons (Advanced Level)
- ConceptDraw® PROJECT v6 Video Lessons (Beginner Level)
- ConceptDraw® PROJECT v6 Video Lessons (Intermediate Level)
- ConceptDraw® PROJECT v6 Video Lessons for Mac® (Intermediate Level)
- Configure a SmartArt Graphic in Microsoft® Excel® 2013
- Connect to a SharePoint List in Microsoft® Access® 2016
- Connect to External Data in Microsoft® Access® 2016
- Convert Text to Numbers in Microsoft® Excel® 2013
- Convert Text to Numbers in Microsoft® Excel® 2016
- Copy a Formula to Multiple Cells in Microsoft® Excel® 2013
- Copy a Formula to Multiple Cells in Microsoft® Excel® 2016
- Copy Styles to Other Workbooks in Microsoft® Excel® 2013
- Copy Styles to Other Workbooks in Microsoft® Excel® 2016
- Count the Number of Work Days Between Two Dates in Microsoft® Excel® 2013
- Count the Number of Work Days Between Two Dates in Microsoft® Excel® 2016
- Create a Calculated Field in a Form in Microsoft® Access® 2016
- Create a Calculated Field in a Report in Microsoft® Access® 2016
- Create a Calculated Field in a Table in Microsoft® Access® 2016
- Create a Calculation in a Query Field in Microsoft® Access® 2016
- Create a Calendar Group in Microsoft® Outlook® 2016
- Create a Chart from Your PivotTable in Microsoft® Excel® 2013
- Create a Crosstab Query in Microsoft® Access® 2016
- Create a Custom Electronic Business Card in Microsoft® Outlook® 2016
- Create a Custom Shape in Microsoft® PowerPoint® 2016
- Create a Custom Theme in a Document in Microsoft® Word 2016
- Create a Custom Theme in Microsoft® PowerPoint® 2016
- Create a Custom Theme in Microsoft® Word 2013
- Create a Data Macro in Microsoft® Access® 2016
- Create a Field for Pictures, Files, or Hyperlinks in Microsoft® Access® 2016
- Create a Forecast Using Time-Based Data in Microsoft® Excel® 2016
- Create a Forecast Using Time-Based Data in Microsoft® Excel® 2016 NEW!
- Create a Form with Fillable Fields in Microsoft® Word 2013
- Create a Form with Fillable Fields in Microsoft® Word 2016
- Create a Form with Form Wizard in Microsoft® Access® 2016
- Create a Grouped Report in Microsoft® Access® 2016
- Create a List of All Illustrations in a Document in Microsoft® Word 2016
- Create a List of Illustrations in a Document in Microsoft® Word 2013
- Create a Lookup Field in Microsoft® Access® 2016
- Create a Mailing Labels Report in Microsoft® Access® 2016
- Create a Navigation Form to Simplify Database Use in Microsoft® Access® 2016
- Create a New Calendar in Microsoft® Outlook® 2016
- Create a New Contacts Folder in Microsoft® Outlook® 2016
- Create a New Email Folder in Microsoft® Outlook®
- Create a New Email Folder in Microsoft® Outlook® 2016
- Create a New Email Message in Microsoft® Outlook® 2016
- Create a New Expression Using the Expression Builder in Microsoft® Access® 2016
- Create a New Note in Microsoft® Outlook® 2016
- Create a New Query in Microsoft® Access® 2016
- Create a New Relationship in Microsoft® Access® 2016
- Create a New Table from a Query in Microsoft® Access® 2016
- Create a New Table in Microsoft® Access® 2016
- Create a New Task in Microsoft® Outlook® 2016
- Create a Personalized Signature in Microsoft® Outlook® 2016
- Create a Photo Album in Microsoft® PowerPoint® 2016
- Create a PivotChart in Microsoft® Excel® 2016
- Create a PivotTable Calculated Field Excel® 2016
- Create a PivotTable Calculated Field in Microsoft® Excel® 2013
- Create a PivotTable Calculated Item in Microsoft® Excel® 2013
- Create a PivotTable Calculated Item in Microsoft® Excel® 2016
- Create a PivotTable from Multiple Sheets in Microsoft® Excel® 2016
- Create a PivotTable in Microsoft® Excel® 2013
- Create a PivotTable in Microsoft® Excel® 2016
- Create a PowerPoint Presentation from a Word Document in Microsoft® PowerPoint® 2016
- Create a PowerPoint® Presentation from a Word Document in Microsoft® PowerPoint® 2016
- Create a PowerPoint® Presentation from a Word Document in Microsoft® Word 2013
- Create a PowerPoint® Presentation from a Word Document in Microsoft® Word 2016
- Create a Query from More than One Table in Microsoft® Access® 2016
- Create a Query that Prompts Users for Search Criteria in Microsoft® Access® 2016
- Create a Query that Searches by Specified Parts of Dates in Microsoft® Access® 2016
- Create a Query that Searches by Specified Parts of Dates in Microsoft® Access® 2016
- Create a Query that Searches for Records within a Date Range in Microsoft® Access® 2016
- Create a Query Using Yes/No Fields in Microsoft® Access® 2016
- Create a Self-Running Show in Microsoft® PowerPoint® 2016
- Create a Slicer in Microsoft® Excel® 2013
- Create a Slide Transition in Microsoft® PowerPoint® 2016
- Create a Table of Authorities in Microsoft® Word 2013
- Create a Table of Authorities in Microsoft® Word 2016
- Create a Table of Contents in Microsoft® Word 2013
- Create a Table of Contents in Microsoft® Word 2016
- Create a User Interface (UI) Macro in Microsoft® Access® 2016
- Create a Yes/No Field in a Table in Microsoft® Access® 2016
- Create an Appointment in Microsoft® Outlook®
- Create an Appointment in Microsoft® Outlook® 2016
- Create an Index in Microsoft® Word 2013
- Create an Index in Microsoft® Word 2016
- Create an Input Mask for Easier Data Entry in Microsoft® Access® 2016
- Create an Interactive Activity in Microsoft® PowerPoint® 2016
- Create and Manage a Contact Group in Microsoft® Outlook® 2016
- Create and Manage Quick Steps in Microsoft® Outlook®
- Create and Manage Quick Steps in Microsoft® Outlook® 2016
- Create and Manage Rules in Microsoft® Outlook®
- Create and Manage Rules in Microsoft® Outlook® 2016

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- Create and Print Handouts in Microsoft® PowerPoint® 2016
- Create and Re-Name a Table in Microsoft® Excel® 2016
- Create and Run a Report in Microsoft® Access® 2016
- Create and Use List Boxes in Microsoft® Access® 2016
- Create Charts and Graphs in Microsoft® Access® 2016
- Create Custom Layouts in Microsoft® PowerPoint® 2016
- Create Custom Spellcheck Lists for Documents and Projects in Microsoft® Word 2013
- Create Custom Spellcheck Lists for Documents and Projects in Microsoft® Word 2016
- Create Forms Quickly with AutoForm in Microsoft® Access® 2016
- Create Navigation Buttons to Advance Your Presentation in Microsoft® PowerPoint® 2016
- Create Navigation Buttons to Advance Your Presentation in Microsoft® PowerPoint® 2016
- Create Rules to Control Data Entry in Microsoft® Access® 2016
- Create Templates in Microsoft® Word 2013
- Create Templates in Microsoft® Word 2016
- Create Your Own Fillable List of Items in Microsoft® Excel® 2013
- Create Your Own Fillable List of Items in Microsoft® Excel® 2016
- Create Your Own Style or Format in Microsoft® Excel® 2013
- Create Your Own Style or Format in Microsoft® Excel® 2016
- Create Your Own Styles and Style Sets in Microsoft® Word 2013
- Create Your Own Styles and Style Sets in Microsoft® Word 2016
- Crop and Resize Images in Microsoft® PowerPoint® 2016
- Crop, Resize or Rotate an Image in Microsoft® Word 2013
- Crop, Resize, or Rotate an Image in Microsoft® Word 2016
- Customize and Manage Views in Microsoft® Outlook® 2016
- Customize Form Headers in Microsoft® Access® 2016
- Customize Spellcheck and Grammar Check Options in Microsoft® Word 2013
- Customize Spellcheck and Grammar Check Options in Microsoft® Word 2016
- Customize the Quick Access Toolbar and Status Bar in Microsoft® PowerPoint® 2016
- Customize the Quick Access Toolbar and Status Bar in Microsoft® Word 2013
- Customize the Quick Access Toolbar and Status Bar in Microsoft® Word 2016
- Customize the Quick Access Toolbar in Microsoft® Excel® 2013
- Customize the Quick Access Toolbar in Microsoft® Excel® 2016
- Customize the Ribbon in Microsoft® Excel® 2013
- Customize the Ribbon in Microsoft® Excel® 2016
- Customize the Ribbon in Microsoft® Outlook® 2016
- Customize the Ribbon in Microsoft® PowerPoint® 2016
- Customize the Ribbon in Microsoft® Word 2013
- Customize the Ribbon in Microsoft® Word 2016
- Customize Your Environment in Microsoft® Excel® 2013
- Customize Your Excel Environment in Microsoft® Excel® 2016
- Customize Your PowerPoint Environment in Microsoft® PowerPoint® 2016
- Customize Your Presentations in Microsoft® PowerPoint® 2016
- Customize Your Sparklines in Microsoft® Excel® 2013
- Customize Your Sparklines in Microsoft® Excel® 2016
- Customize Your Word Environment in Microsoft® Word 2013
- Customize Your Word Environment in Microsoft® Word 2016
- Customize Your Word Window in Microsoft® Word 2013
- Define Shortcut Keys in Microsoft® Word 2013
- Define Shortcut Keys in Microsoft® Word 2016
- Delete a PivotTable in Microsoft® Excel® 2013
- Delete a Slicer in Microsoft® Excel® 2013
- Delete a Sparkline or Sparkline Group in Microsoft® Excel® 2013
- Deliver a Presentation over the Internet in Microsoft® PowerPoint® 2016
- Determine if Your Data Shows a Relevant Trend in Microsoft® Excel® 2013
- Determine if Your Data Shows a Relevant Trend in Microsoft® Excel® 2016
- Divide Documents into Sections in Microsoft® Word 2013
- Divide Documents into Sections in Microsoft® Word 2016
- Document a Database in Microsoft® Access® 2016
- Download ConceptDraw® - Windows®
- Download ConceptDraw® Mac®
- Draw Math Equations New! in Microsoft® PowerPoint® 2016
- Dreamweaver® CS5: Advanced
- Dreamweaver® CS5: Basic
- Dreamweaver® CS6: Advanced
- Dreamweaver® CS6: Basic
- dummies®: Adding Pictures in Publisher
- dummies®: Adjusting Pictures in Publisher
- dummies®: Best Practices for Successful Microsoft® Skype® for Business Meetings
- dummies®: Conducting a Meeting in Microsoft® Skype® for Business
- dummies®: Connecting Your Team and Work with Microsoft® Skype® for Business
- dummies®: Conversing with Coworkers in Microsoft® Skype® for Business
- dummies®: Creating a Consistent Look With Master Pages in Publisher
- dummies®: Creating an Email Merge with Publisher
- dummies®: Entering Text in Publisher
- dummies®: Exploiting Microsoft® Skype® for Business Through Outlook® or SharePoint® Online
- dummies®: Fitting Text to Text Frames in Publisher
- dummies®: Getting Started With Microsoft® Publisher and Templates
- dummies®: Making Your Presence Known in Microsoft® Skype® for Business
- dummies®: Managing Frequent Microsoft® Skype® for Business Contacts
- dummies®: Structuring Your Pages With Layout Guides in Publisher
- dummies®: Ten Useful Tasks in Publisher
- dummies®: Tweaking Your Publication With Publisher
- dummies®: Viewing Your Publication with Publisher
- dummies®: Working With Pages in Publisher
- Edit an Image's Colors in Microsoft® PowerPoint® 2016
- Edit an Image's Colors in Microsoft® Word 2013
- Edit an Image's Colors in Microsoft® Word 2016
- Edit Grouping, Sorting, and Total Options in Reports in Microsoft® Access® 2016
- Excel® 2013 Part 1: Absolute Cell References
- Excel® 2013 Part 1: Add Borders and Color to Cells
- Excel® 2013 Part 1: Align Cell Contents
- Excel® 2013 Part 1: Apply Cell Styles
- Excel® 2013 Part 1: Apply Number Formats
- Excel® 2013 Part 1: Cell Names and Range Names
- Excel® 2013 Part 1: Column Width and Row Height Alteration Methods
- Excel® 2013 Part 1: Create a Basic Worksheet
- Excel® 2013 Part 1: Create Formulas in a Worksheet
- Excel® 2013 Part 1: Customize Advanced Options
- Excel® 2013 Part 1: Customize Formula Options
- Excel® 2013 Part 1: Customize General and Language Options
- Excel® 2013 Part 1: Customize Proofing and Save Options
- Excel® 2013 Part 1: Customize the Functionality of Excel® by Enabling Add-Ins
- Excel® 2013 Part 1: Customize the Quick Access Toolbar
- Excel® 2013 Part 1: Customize the Ribbon
- Excel® 2013 Part 1: Customize Trust Center Options
- Excel® 2013 Part 1: Cut and Paste Commands
- Excel® 2013 Part 1: Define the Basic Page Layout for a Workbook
- Excel® 2013 Part 1: Format Worksheet Tabs
- Excel® 2013 Part 1: Identify the Elements of the Application Window
- Excel® 2013 Part 1: Identify the Elements of the Workbook Window
- Excel® 2013 Part 1: Insert MIN and MAX Functions in a Worksheet
- Excel® 2013 Part 1: Insert SUM and AVERAGE Functions in a Worksheet
- Excel® 2013 Part 1: Manage the View of Worksheets and Workbooks
- Excel® 2013 Part 1: Manage Worksheets
- Excel® 2013 Part 1: Modify Fonts
- Excel® 2013 Part 1: Refine the Page Layout and Apply Print Options

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- Excel® 2013 Part 1: Spell Check a Worksheet
- Excel® 2013 Part 1: The Auto Fill Feature
- Excel® 2013 Part 1: The Find and Replace Commands
- Excel® 2013 Part 1: The Hide and Unhide Options
- Excel® 2013 Part 1: The Insert and Delete Options
- Excel® 2013 Part 1: The Undo and Redo Commands
- Excel® 2013 Part 1: Use the Help System
- Excel® 2013 Part 2: Add Range Names
- Excel® 2013 Part 2: Advanced Field Settings
- Excel® 2013 Part 2: Analyze Data by Using PivotCharts
- Excel® 2013 Part 2: Change the Default Chart Type
- Excel® 2013 Part 2: Comments
- Excel® 2013 Part 2: Create a PivotTable
- Excel® 2013 Part 2: Create a Trendline
- Excel® 2013 Part 2: Create Advanced Charts
- Excel® 2013 Part 2: Create and Modify Tables
- Excel® 2013 Part 2: Create and Use Templates
- Excel® 2013 Part 2: Create Charts
- Excel® 2013 Part 2: Edit and Delete Range Names
- Excel® 2013 Part 2: Edit Axes
- Excel® 2013 Part 2: Filter Data by Using Slicers
- Excel® 2013 Part 2: Filter Data with the Advanced Filter
- Excel® 2013 Part 2: Filter Data with the Auto Filter
- Excel® 2013 Part 2: Format Charts
- Excel® 2013 Part 2: Hyperlinks
- Excel® 2013 Part 2: Incorporate SmartArt
- Excel® 2013 Part 2: Insert and Group Shapes
- Excel® 2013 Part 2: Insert and Modify Graphic Objects
- Excel® 2013 Part 2: Manage Themes
- Excel® 2013 Part 2: Modify Charts
- Excel® 2013 Part 2: Protect Files
- Excel® 2013 Part 2: Remove Duplicates
- Excel® 2013 Part 2: Sort Data
- Excel® 2013 Part 2: Total Row
- Excel® 2013 Part 2: Use COUNT, COUNTA and COUNTIF Functions
- Excel® 2013 Part 2: Use HLOOKUP and VLOOKUP Functions
- Excel® 2013 Part 2: Use Range Names in a Formula
- Excel® 2013 Part 2: Use Specialized Functions
- Excel® 2013 Part 2: Use the AND Function
- Excel® 2013 Part 2: Use the AVERAGE Function
- Excel® 2013 Part 2: Use the CONCATENATE Function
- Excel® 2013 Part 2: Use the MAX Function
- Excel® 2013 Part 2: Use the MIN Function
- Excel® 2013 Part 2: Use the Nested IF Function
- Excel® 2013 Part 2: Use the ROUND Function
- Excel® 2013 Part 2: Use the SUM Function
- Excel® 2013 Part 2: Watermarks
- Excel® 2013 Part 2: Work with Logical Functions
- Excel® 2013 Part 3: Add Data Validation Criteria
- Excel® 2013 Part 3: Add Subtotals to Grouped Data
- Excel® 2013 Part 3: Apply Conditional Formatting
- Excel® 2013 Part 3: Consolidate Data
- Excel® 2013 Part 3: Create a Data List Outline
- Excel® 2013 Part 3: Create a Web Query
- Excel® 2013 Part 3: Create Scenarios
- Excel® 2013 Part 3: Create Sparklines
- Excel® 2013 Part 3: Edit a Conditional Formatting Rule
- Excel® 2013 Part 3: Evaluate Formulas
- Excel® 2013 Part 3: Export Excel® Data
- Excel® 2013 Part 3: Import a Delimited Text File
- Excel® 2013 Part 3: Integrate Excel® Data with the Web
- Excel® 2013 Part 3: Link Cells in Different Workbooks
- Excel® 2013 Part 3: Merge Workbooks
- Excel® 2013 Part 3: Perform a What-If Analysis
- Excel® 2013 Part 3: Trace Cells
- Excel® 2013 Part 3: Troubleshoot Invalid Data
- Excel® 2013 Part 3: Troubleshoot Invalid Formulas
- Excel® 2013 Part 3: Update Workbook Properties
- Excel® 2013 Part 3: Watch Formulas
- Explore and Experience Microsoft® Office 2010
- Export Data to Excel in Microsoft® Access® 2016
- Filter Data On the Fly With Slicers in Microsoft® Excel® 2016
- Filter Junk Mail Out of Your Inbox in Microsoft® Outlook® 2016
- Find a Value from Another Table in Microsoft® Excel® 2013
- Find a Value from Another Table in Microsoft® Excel® 2016
- Find and Replace Data in Microsoft® Access® 2016
- Find Formulas, Functions, and Cells Connected to a Cell in Microsoft® Excel® 2013
- Find Formulas, Functions, and Cells Connected to a Cell in Microsoft® Excel® 2016
- Find the Tab that Allows Access to Macros and VBA in Microsoft® Excel® 2013
- Find the Tab that Allows Access to Macros and VBA in Microsoft® Excel® 2016
- Find Variables in a Formula to Get a Specific Result in Microsoft® Excel® 2016
- Flash® CS5: Advanced
- Flash® CS5: Basic
- Flash® CS6: Advanced
- Flash® CS6: Basic
- Format Cells with Flash Fill in Microsoft® Excel® 2016
- Format Charts and Graphs in Microsoft® Access® 2016
- Format Table Layout in Microsoft® Word 2013
- Format Table Layout in Microsoft® Word 2016
- Format Table Text, Borders and Shading in Microsoft® Word 2013
- Format Table Text, Borders, and Shading in Microsoft® Word 2016
- Format Text in Messages in Microsoft® Outlook® 2016
- Format Text in Microsoft® PowerPoint® 2016
- Format Your Text in Formulas and Functions in Microsoft® Word 2013
- Format Your Text in Microsoft® Word 2016
- Forward a Contact in Microsoft® Outlook® 2016
- Freeze and Unfreeze Columns and Rows in Microsoft® Excel® 2013
- Freeze and Unfreeze Columns and Rows in Microsoft® Excel® 2016
- Getting Started with Google Docs™
- Getting Started With Office 2016 - Introduction
- Getting Started With Office 2016: Common Features - Customize Your Office 2016 Environment
- Getting Started With Office 2016: Office 2016 and the Cloud (Part 1 of 2)
- Getting Started With Office 2016: Office 2016 and the Cloud (Part 2 of 2)
- Global Vehicular Network
- Group Data within a PivotTable in Microsoft® Excel® 2013
- Group Data Within a PivotTable in Microsoft® Excel® 2016
- Group Your Presentation Into Sections in Microsoft® PowerPoint® 2016
- Hide and Unhide Columns and Rows in Microsoft® Excel® 2013
- Hide and Unhide Columns and Rows in Microsoft® Excel® 2016
- Highlight Cells Based on Specific Criteria in Microsoft® Excel® 2013
- Highlight Cells Based on Specific Criteria in Microsoft® Excel® 2016
- How to Connect a Social Media Flowchart with Action Mind Maps
- How to Connect Dashboard with Data
- How to Create Different UML Diagrams
- How to Draw Business Process Diagrams with RapidDraw Interface
- How to Exchange ConceptDraw® MINDMAP Files with Mindjet MindManager
- How to Import Mind Maps from FreeMind
- How to Import Mind Maps from XMind
- How to Make a Mind Map Presentation from a MS PowerPoint® Presentation
- How to Make UML Diagrams
- How to Present a Social Media Response Plan to Your Team
- How to Use the Online Store
- Identify the Difference Between Two Documents in Microsoft® Word 2013
- Identify the Difference Between Two Documents in Microsoft® Word 2016
- Identity With Windows Server 2016 (Part 1 of 6): Overview
- Identity With Windows Server 2016 (Part 2 of 6): Managing AD Objects
- Identity With Windows Server 2016 (Part 3 of 6): Deploy and Replicate
- Identity With Windows Server 2016 (Part 4 of 6): Group Policy
- Identity With Windows Server 2016 (Part 5 of 6): Active Directory and Azure
- Identity With Windows Server 2016 (Part 6 of 6): Federation Services
- Illustrator® (Part 1 of 10): A Quick Overview of Illustrator
- Illustrator® (Part 2 of 10): Let's Get Started with a New File
- Illustrator® (Part 3 of 10): Shape Tools
- Illustrator® (Part 4 of 10): Starting to Draw
- Illustrator® (Part 5 of 10): Combining and Blending Shapes

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- Illustrator® (Part 6 of 10): Custom Patterns & Gradients
- Illustrator® (Part 7 of 10): Working With Text
- Illustrator® (Part 8 of 10): Charts Don't Have To Be Boring
- Illustrator® (Part 9 of 10): Importing Photos
- Illustrator® (Part 10 of 10): Sending Your Files into the World
- Illustrator® CS5: Advanced
- Illustrator® CS5: Basic
- Illustrator® CS6: Advanced
- Illustrator® CS6: Basic
- Import Data from an Excel Spreadsheet in Microsoft® PowerPoint® 2016
- Import Data from an Excel Spreadsheet into a Document in Microsoft® Word 2013
- Import Data from an Excel® Spreadsheet into a Document in Microsoft® Word 2016
- Import Data from Excel in Microsoft® Access® 2016
- Import Data from Excel® in Microsoft® Access® 2016
- InDesign® CS5: Advanced
- InDesign® CS5: Basic
- InDesign® CS5: Production
- InDesign® CS6: Advanced
- InDesign® CS6: Basic
- InDesign® CS6: Intermediate
- Insert a Basic Formula in Microsoft® Excel® 2013
- Insert a Basic Formula in Microsoft® Excel® 2016
- Insert a Basic Function in Microsoft® Excel® 2013
- Insert a Basic Function in Microsoft® Excel® 2016
- Insert a Chart in Microsoft® Excel® 2013
- Insert a Chart in Microsoft® Excel® 2016
- Insert a Chart in Microsoft® PowerPoint® 2016
- Insert a Footnote or Endnote in Microsoft® Word 2013
- Insert a Footnote or Endnote in Microsoft® Word 2016
- Insert a Hyperlink in Microsoft® Word 2013
- Insert a Hyperlink in Microsoft® Word 2016
- Insert a Hyperlink into a Presentation in Microsoft® PowerPoint® 2016
- Insert a Number or Bulleted List in Microsoft® Word 2013
- Insert a Numbered or Bulleted List in Microsoft® Word 2016
- Insert a Picture in Microsoft® Word 2016
- Insert a Picture or Clip Art in Microsoft® Word 2013
- Insert a Shape in Microsoft® Word 2016
- Insert a SmartArt Graphic in Microsoft® Excel® 2013
- Insert a SmartArt Graphic in Microsoft® PowerPoint® 2016
- Insert a Video in Microsoft® Word 2013
- Insert and Customize WordArt in Microsoft® Word 2013
- Insert and Customize WordArt in Microsoft® Word 2016
- Insert and Manage Slides in Microsoft® PowerPoint® 2016
- Insert and Manage Stored Document Components in Microsoft® Word 2013
- Insert and Manage Stored Document Components in Microsoft® Word 2016
- Insert and Modify Shapes in Microsoft® PowerPoint® 2016
- Insert Manual Page Breaks in Microsoft® Word 2013
- Insert Manual Page Breaks in Microsoft® Word 2016
- Insert Subtotals in Microsoft® Excel® 2013
- Insert Subtotals in Microsoft® Excel® 2016
- Insert Text Box in Microsoft® PowerPoint® 2016
- Insert Text Box in Microsoft® Word 2013
- Insert Text Box in Microsoft® Word 2016
- Installation, Storage, and Compute With Windows Server 2016 (Part 1 of 5): Installation
- Installation, Storage, and Compute With Windows Server 2016 (Part 2 of 5): Storage Solutions
- Installation, Storage, and Compute With Windows Server 2016 (Part 3 of 5): Hyper-V and Containers
- Installation, Storage, and Compute With Windows Server 2016 (Part 4 of 5): High Availability
- Installation, Storage, and Compute With Windows Server 2016 (Part 5 of 5): Server Monitoring
- Introducing CD Live Visual Dashboards
- Introduction to Personal Computers, Windows® 7 Edition
- Link to Excel with Copy and Paste in Microsoft® Access® 2016
- Link to Excel® with Copy and Paste in Microsoft® Access® 2016
- Link Worksheets Together in Microsoft® Excel® 2013
- Link Worksheets Together in Microsoft® Excel® 2016
- Local Vehicular Network
- Locate and Substitute Words, Formatting Terms, and Objects in a Document in Microsoft® Word 2016
- Locate and Substitute Words, Formatting, Terms and Objects in Microsoft® Word 2013
- Make Your Own Theme in Microsoft® Excel® 2013
- Make Your Own Theme in Microsoft® Excel® 2016
- Making the Most of Crystal Reports®
- Manage Your Files in the Backstage View in Microsoft® Excel® 2013
- Manage Your Files in the Office Backstage in Microsoft® Word 2013
- Mark Document Locations in Microsoft® Word 2013
- Mark Document Locations in Microsoft® Word 2016
- Mastering Microsoft Teams 2020: Adding Apps to Channels
- Mastering Microsoft Teams 2020: Audio and Video Calls, Part 1
- Mastering Microsoft Teams 2020: Audio and Video Calls, Part 2
- Mastering Microsoft Teams 2020: Behind the Scenes
- Mastering Microsoft Teams 2020: Best Practices - Files and Meetings
- Mastering Microsoft Teams 2020: Best Practices - Notifications and Chat
- Mastering Microsoft Teams 2020: Best Practices - Teams and Channels
- Mastering Microsoft Teams 2020: Calendar
- Mastering Microsoft Teams 2020: Channel Moderation
- Mastering Microsoft Teams 2020: Channels and Teams
- Mastering Microsoft Teams 2020: Chatbots
- Mastering Microsoft Teams 2020: Chats, Part 1
- Mastering Microsoft Teams 2020: Chats, Part 2
- Mastering Microsoft Teams 2020: Connectors
- Mastering Microsoft Teams 2020: Conversations and Posts, Part 1
- Mastering Microsoft Teams 2020: Conversations and Posts, Part 2
- Mastering Microsoft Teams 2020: Creating Teams
- Mastering Microsoft Teams 2020: Getting Started and Feed
- Mastering Microsoft Teams 2020: Guests
- Mastering Microsoft Teams 2020: Hide, Show, and Pin Channels
- Mastering Microsoft Teams 2020: Introduction
- Mastering Microsoft Teams 2020: Live Events
- Mastering Microsoft Teams 2020: Making Calls
- Mastering Microsoft Teams 2020: Managing Teams, Part 1
- Mastering Microsoft Teams 2020: Managing Teams, Part 2
- Mastering Microsoft Teams 2020: Meet Now, Part 1
- Mastering Microsoft Teams 2020: Meet Now, Part 2
- Mastering Microsoft Teams 2020: Mobile App
- Mastering Microsoft Teams 2020: Notification and Tags, Part 1
- Mastering Microsoft Teams 2020: Notifications and Tags, Part 2
- Mastering Microsoft Teams 2020: Private Channels
- Mastering Microsoft Teams 2020: Recordings and Transcripts
- Mastering Microsoft Teams 2020: Shifts - Assignments and Requests
- Mastering Microsoft Teams 2020: Shifts - Creating Schedules
- Mastering Microsoft Teams 2020: Teams and Outlook
- Mastering Microsoft Teams 2020: Teams Overview, Part 1
- Mastering Microsoft Teams 2020: Teams Overview, Part 2
- Mastering Microsoft Teams 2020: Update - More Conversation Formatting
- Mastering Microsoft Teams 2020: Using a Wiki, Part 1
- Mastering Microsoft Teams 2020: Using a Wiki, Part 2
- Mastering Microsoft Teams 2020: Whiteboard
- Mastering Microsoft Teams 2020: Working with Files, Part 1
- Mastering Microsoft Teams 2020: Working with Files, Part 2
- Mastering Microsoft Teams 2020: Working with Files, Part 3
- Merge and Unmerge Cells in Microsoft® Excel® 2013
- Merge and Unmerge Cells in Microsoft® Excel® 2016
- Microsoft® Excel® Keyboard Shortcuts for PC - SkillBuilder Game
- Microsoft® Excel® Keyboard Shortcuts for PC - SkillBuilder Game 2.0
- Microsoft® Word Keyboard Shortcuts for PC - SkillBuilder Game

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- Microsoft® Access® 2007 Advanced
- Microsoft® Access® 2007 Application Development
- Microsoft® Access® 2007 Basic
- Microsoft® Access® 2007 Intermediate
- Microsoft® Access® 2007 VBA Programming
- Microsoft® Access® 2010 Advanced
- Microsoft® Access® 2010 Basic
- Microsoft® Access® 2010 Intermediate
- Microsoft® Access® 2013 Additional Database Tools
- Microsoft® Access® 2013 Additional Queries
- Microsoft® Access® 2013 Advanced
- Microsoft® Access® 2013 Advanced Query Options Part 1
- Microsoft® Access® 2013 Advanced Query Options Part 2
- Microsoft® Access® 2013 Basic
- Microsoft® Access® 2013 Basic Queries
- Microsoft® Access® 2013 Collaboration and Security
- Microsoft® Access® 2013 Creating and Managing Tables Part 1
- Microsoft® Access® 2013 Creating and Managing Tables Part 2
- Microsoft® Access® 2013 Creating and Opening a Database
- Microsoft® Access® 2013 Creating Forms
- Microsoft® Access® 2013 Creating Reports
- Microsoft® Access® 2013 Entering and Editing Table Data
- Microsoft® Access® 2013 Navigating in a Database
- Microsoft® Access® 2013: Displaying Data
- Microsoft® Access® 2013: Macros
- Microsoft® Access® 2013: MOS Certification Comprehensive
- Microsoft® Access® 2013: Database Security
- Microsoft® Access® 2013: Forms & Reports
- Microsoft® Access® 2013: Queries Made Easy
- Microsoft® Excel® 2007 Advanced
- Microsoft® Excel® 2007 Basic
- Microsoft® Excel® 2007 Intermediate
- Microsoft® Excel® 2007 Power User
- Microsoft® Excel® 2007 VBA Programming
- Microsoft® Excel® 2010 Advanced
- Microsoft® Excel® 2010 Basic
- Microsoft® Excel® 2010 Intermediate
- Microsoft® Excel® 2010 VBA Programming
- Microsoft® Excel® 2013 Advanced
- Microsoft® Excel® 2013 Analyzing Your Data Part 1
- Microsoft® Excel® 2013 Analyzing Your Data Part 2
- Microsoft® Excel® 2013 Applying Advanced Formatting
- Microsoft® Excel® 2013 Basic
- Microsoft® Excel® 2013 Collaborating with Others
- Microsoft® Excel® 2013 Creating and Modifying Charts
- Microsoft® Excel® 2013 Creating and Opening Workbooks
- Microsoft® Excel® 2013 Formatting Data
- Microsoft® Excel® 2013 Intermediate
- Microsoft® Excel® 2013 Intermediate Student Manual
- Microsoft® Excel® 2013 Managing the Excel® Environment
- Microsoft® Excel® 2013 MOS Certification Comprehensive Vol 1-2
- Microsoft® Excel® 2013 MOS Certification Comprehensive Vol 2 of 2
- Microsoft® Excel® 2013 Moving Around and Entering Data
- Microsoft® Excel® 2013 Printing Workbooks
- Microsoft® Excel® 2013 Shortcuts, Tips, and Tricks
- Microsoft® Excel® 2013 Using Basic Formulas Part 1
- Microsoft® Excel® 2013 Using Basic Formulas Part 2
- Microsoft® Excel® 2013 Working with Shapes and Graphics
- Microsoft® Excel® 2013 Working with Tables
- Microsoft® Excel® Assessment
- Microsoft® Excel® Charts and Graphs Made Easy
- Microsoft® Excel® Forms and Reporting Made Easy
- Microsoft® Excel® Formulas Made Easy
- Microsoft® Excel® Macros for Finance Professionals
- Microsoft® Excel® Macros Made Easy
- Microsoft® Excel® Made Easy
- Microsoft® Excel® PivotTables Made Easy
- Microsoft® Excel® PivotTables Made Easy 2013
- Microsoft® Office 2007 New Features
- Microsoft® Office 2007 Web Components and Collaboration
- Microsoft® Office 2010 New Features
- Microsoft® Office 2016
- Microsoft® Office 365® - Delve®: Boards
- Microsoft® Office 365® - Delve®: First Steps in Delve®
- Microsoft® Office 365® - Delve®: People
- Microsoft® Office 365® - Excel® Online: Edit a Workbook Simultaneously With Another Person
- Microsoft® Office 365® - Excel® Online: Limitations of Excel® Online
- Microsoft® Office 365® - Excel® Online: Open and Edit an Excel® Online Workbook
- Microsoft® Office 365® - Mobile: First Steps
- Microsoft® Office 365® - Mobile: Using OneDrive®
- Microsoft® Office 365® - OneDrive®: Recycle Bin
- Microsoft® Office 365® - OneDrive®: Share Files
- Microsoft® Office 365® - PowerPoint® Online: Create a Presentation with PowerPoint® Online
- Microsoft® Office 365® - PowerPoint® Online: Edit a Presentation Online
- Microsoft® Office 365® - PowerPoint® Online: Limitations of PowerPoint® Online
- Microsoft® Office 365® - PowerPoint® Online: Open a PowerPoint® Online Presentation
- Microsoft® Office 365® - SharePoint® Sites: Calendar
- Microsoft® Office 365® - SharePoint® Sites: Document Library - First Steps
- Microsoft® Office 365® - SharePoint® Sites: First Steps
- Microsoft® Office 365® - SharePoint® Sites: Lists
- Microsoft® Office 365® - SharePoint® Sites: Picture Library
- Microsoft® Office 365® - SharePoint® Sites: Share a Site
- Microsoft® Office 365® - SharePoint® Sites: Sync Libraries
- Microsoft® Office 365® - SharePoint® Sites: Tasks
- Microsoft® Office 365® - Skype® For Business: First Steps
- Microsoft® Office 365® - Skype® For Business: Host an Online Meeting
- Microsoft® Office 365® - Skype® For Business: PowerPoint® Presentation
- Microsoft® Office 365® - Skype® For Business: Schedule an Online Meeting
- Microsoft® Office 365® - Skype® For Business: Skype® Meeting Options
- Microsoft® Office 365® - Sway®: Create Your First Sway®
- Microsoft® Office 365® - Tasks: First Steps
- Microsoft® Office 365® - Video: Access a Video
- Microsoft® Office 365® - Video: Search for Videos
- Microsoft® Office 365® - Word Online: Create a New Document
- Microsoft® Office 365® - Word Online: Edit a Document Simultaneously
- Microsoft® Office 365® - Word Online: Limitations of Word Online
- Microsoft® Office 365® - Word Online: Open and Edit a Word Document Online
- Microsoft® Office 365® - Yammer®: First Steps
- Microsoft® Office 365® - Yammer®: Instant Messaging
- Microsoft® Office 365®: Excel® Online - Create a New Workbook with Excel® Online
- Microsoft® Office 365®: Mobile - Accessing Videos with the Video App
- Microsoft® Office 365®: Mobile - Using Skype® for Business
- Microsoft® Office 365®: Mobile - Working with the Excel® App
- Microsoft® Office 365®: Mobile - Working with the Mail App
- Microsoft® Office 365®: Mobile - Working with the PowerPoint® App
- Microsoft® Office 365®: Mobile - Working with the Word App
- Microsoft® Office 365®: OneNote®
- Microsoft® Office 365®: SharePoint® Sites - Discussion Board
- Microsoft® Office 365®: SharePoint® Sites - Document Library: Set and Manage Alerts
- Microsoft® Office 365®: SharePoint® Sites - Document Library: Understanding Versioning
- Microsoft® Office 365®: Skype® For Business - Advanced Presentation Features
- Microsoft® Office 365®: Skype® For Business - Audio and Video Settings
- Microsoft® Office 365®: Skype® For Business - Record an Online Meeting
- Microsoft® Office 365®: Sway® - Share Your Sway® Presentation
- Microsoft® Office 365®: Video - Upload Videos
- Microsoft® Office 365®: Yammer® - External Groups
- Microsoft® Office 365®: Yammer® - Working With Groups
- Microsoft® Outlook® 2007 Advanced

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- Microsoft® Outlook® 2007 Basic
- Microsoft® Outlook® 2007 Intermediate
- Microsoft® Outlook® 2010 Advanced
- Microsoft® Outlook® 2010 Basic
- Microsoft® Outlook® 2010 Intermediate
- Microsoft® Outlook® 2013 Advanced
- Microsoft® Outlook® 2013 Basic
- Microsoft® Outlook® 2013 Creating and Grouping Contacts
- Microsoft® Outlook® 2013 Managing Contacts
- Microsoft® Outlook® 2013 Managing Email
- Microsoft® Outlook® 2013 MOS Certification Comprehensive
- Microsoft® Outlook® 2013 Organizing Messages
- Microsoft® Outlook® 2013 Reading and Writing Email
- Microsoft® Outlook® 2013 Sending Email
- Microsoft® Outlook® 2013 Working with Outlook®
- Microsoft® Outlook® 2013: Creating and Editing Appointments
- Microsoft® Outlook® 2013: Creating and Managing Tasks
- Microsoft® Outlook® 2013: Customizing Outlook® Views
- Microsoft® Outlook® 2013: Managing Accounts
- Microsoft® Outlook® 2013: Managing Outlook® Data
- Microsoft® Outlook® 2013: Organizing Appointments
- Microsoft® Outlook® 2013: Personalizing Outlook®
- Microsoft® Outlook® 2013: Planning Meetings
- Microsoft® Outlook® Assessment
- Microsoft® Outlook® Keyboard Shortcuts
- Microsoft® PowerPoint® 2007 Advanced
- Microsoft® PowerPoint® 2007 Basic
- Microsoft® PowerPoint® 2007 Sales Presentations
- Microsoft® PowerPoint® 2010 Advanced
- Microsoft® PowerPoint® 2010 Basic
- Microsoft® PowerPoint® 2013 Adding Media
- Microsoft® PowerPoint® 2013 Adding Motion
- Microsoft® PowerPoint® 2013 Adding Text to Your Presentation
- Microsoft® PowerPoint® 2013 Advanced
- Microsoft® PowerPoint® 2013 Basic
- Microsoft® PowerPoint® 2013 Collaborating and Customizing
- Microsoft® PowerPoint® 2013 Distributing Your Presentation
- Microsoft® PowerPoint® 2013 Getting Started
- Microsoft® PowerPoint® 2013 Illustrating Your Presentations
- Microsoft® PowerPoint® 2013 Modifying and Arranging Graphics
- Microsoft® PowerPoint® 2013 MOS Certification Comprehensive
- Microsoft® PowerPoint® 2013 Organizing Content
- Microsoft® PowerPoint® 2013 Organizing Your Presentation
- Microsoft® PowerPoint® 2013 Preparing Your Slideshow
- Microsoft® PowerPoint® 2013 Presenting Data with Spreadsheets and Charts
- Microsoft® PowerPoint® 2013 Printing and Saving a Presentation
- Microsoft® PowerPoint® 2013 Using the Master Views
- Microsoft® PowerPoint® 2013 Working with SmartArt
- Microsoft® PowerPoint® Assessment
- Microsoft® PowerPoint® Keyboard Shortcuts
- Microsoft® Project 2007 Advanced
- Microsoft® Project 2007 Basic
- Microsoft® Project 2010 Advanced
- Microsoft® Project 2010 Basic
- Microsoft® Project 2016
- Microsoft® Project Tips and Tricks
- Microsoft® Publisher 2007 Advanced
- Microsoft® Publisher 2007 Basic
- Microsoft® Publisher 2010 Advanced
- Microsoft® Publisher 2010 Basic
- Microsoft® Publisher 2016
- Microsoft® SharePoint® Tips and Tricks
- Microsoft® Visio® 2010 Advanced
- Microsoft® Visio® 2010 Basic
- Microsoft® Visio® Professional 2007 Advanced
- Microsoft® Visio® Professional 2007 Basic
- Microsoft® Windows® 7 Advanced
- Microsoft® Windows® 7 Basic
- Microsoft® Windows® 7 New Features
- Microsoft® Windows® 8
- Microsoft® Word 2007 Advanced
- Microsoft® Word 2007 Basic
- Microsoft® Word 2007 Intermediate
- Microsoft® Word 2007 VBA Programming
- Microsoft® Word 2010 Advanced
- Microsoft® Word 2010 Basic
- Microsoft® Word 2010 Intermediate Training
- Microsoft® Word 2013 Adding Graphics
- Microsoft® Word 2013 Adding Page Elements
- Microsoft® Word 2013 Adding Special Formatting
- Microsoft® Word 2013 Advanced Training
- Microsoft® Word 2013 Applying Styles
- Microsoft® Word 2013 Basic Training
- Microsoft® Word 2013 Collaborating with Others
- Microsoft® Word 2013 Creating and Opening Documents
- Microsoft® Word 2013 Editing Graphics
- Microsoft® Word 2013 Editing Tables
- Microsoft® Word 2013 Finishing and Customizing Your Document
- Microsoft® Word 2013 Formatting Paragraphs
- Microsoft® Word 2013 Formatting Text
- Microsoft® Word 2013 Illustrating and Organizing Information
- Microsoft® Word 2013 MOS Certification Comprehensive Vol 1 of 2
- Microsoft® Word 2013 Proofreading
- Microsoft® Word 2013 Setting Up Your Document
- Microsoft® Word 2013 Typing and Editing Text
- Microsoft® Word Assessment
- Microsoft® Word Keyboard Shortcuts 2.0
- Modify a Chart in Microsoft® Excel® 2013
- Modify a Chart in Microsoft® Excel® 2016
- Modify Delivery Date and Reply Settings in Microsoft® Outlook®
- Modify Delivery Date and Reply Settings in Microsoft® Outlook® 2016
- Monitor, Accept and Reject Edits to a Document in Microsoft® Word 2013
- Monitor, Accept, and Reject Edits to a Document in Microsoft® Word 2016
- Motion Path Animations in Microsoft® PowerPoint® 2016
- Multi User License Management
- Name a Cell for Use in Formulas and Functions in Microsoft® Excel® 2013
- Name a Cell for Use in Formulas and Functions in Microsoft® Excel® 2016
- OneNote® 2013: Add an Excel® Spreadsheet
- OneNote® 2013: Add Audio and Video to a Notebook
- OneNote® 2013: Add Password Security to a Section
- OneNote® 2013: Add Quick Notes and Links
- OneNote® 2013: Add Tags to Help Locate Notes
- OneNote® 2013: Create a Custom Page Template
- OneNote® 2013: Customize the Quick Access Toolbar and OneNote® Options
- OneNote® 2013: Embed Files from Other Programs
- OneNote® 2013: Export a Notebook
- OneNote® 2013: Modify Formatting in a Notebook
- OneNote® 2013: Navigate the OneNote® 2013 Environment
- OneNote® 2013: Organize and Search Notebook Content
- OneNote® 2013: Proof Your Notebook and Set Up Pages for Printing
- OneNote® 2013: Send a Notebook in Different Formats by Using Outlook®
- OneNote® 2013: Share and Collaborate on Notebooks
- OneNote® 2013: Use Outlook® Integration Features
- OneNote® 2013: Use Predesigned Templates
- OneNote® 2013: Use the Recycle Bin and Explore the Backup Feature
- OneNote® 2013: View and Work with Notes
- Organizing and Selecting Social Media Response Messages
- Outlook® 2013 Part 1: Attach Files and Items
- Outlook® 2013 Part 1: Check Spelling and Grammar
- Outlook® 2013 Part 1: Create a Recurring Meeting Request
- Outlook® 2013 Part 1: Create an Email Message
- Outlook® 2013 Part 1: Create and Apply an Email Signature
- Outlook® 2013 Part 1: Create and Manage Quick Steps
- Outlook® 2013 Part 1: Create and Send an Email
- Outlook® 2013 Part 1: Create and Update Contacts
- Outlook® 2013 Part 1: Customize Reading Options
- Outlook® 2013 Part 1: Customize the Background and Theme of the Outlook® Interface
- Outlook® 2013 Part 1: Customize the Quick Access Toolbar
- Outlook® 2013 Part 1: Customize the Ribbon
- Outlook® 2013 Part 1: Delete Email Messages
- Outlook® 2013 Part 1: Enhance an Email Message with an Image

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- Outlook® 2013 Part 1: Enhance an Email Message with SmartArt and Themes
- Outlook® 2013 Part 1: Format Message Content
- Outlook® 2013 Part 1: Identify the Elements of the Application Window
- Outlook® 2013 Part 1: Identify the Workspaces
- Outlook® 2013 Part 1: Manage Appointments
- Outlook® 2013 Part 1: Manage Notes
- Outlook® 2013 Part 1: Manage Tasks
- Outlook® 2013 Part 1: Organize Messages Using Folders
- Outlook® 2013 Part 1: Paste in an Email Message
- Outlook® 2013 Part 1: Print an Email Message
- Outlook® 2013 Part 1: Print Your Calendar
- Outlook® 2013 Part 1: Print Your Contacts
- Outlook® 2013 Part 1: Propose a New Time for a Meeting
- Outlook® 2013 Part 1: Read and Respond to Emails
- Outlook® 2013 Part 1: Recall a Sent Message
- Outlook® 2013 Part 1: Respond to a Meeting Request
- Outlook® 2013 Part 1: Specify Font Options
- Outlook® 2013 Part 1: Use Commands to Manage Messages
- Outlook® 2013 Part 1: Use Flags to Manage Messages
- Outlook® 2013 Part 1: Use Outlook® Help
- Outlook® 2013 Part 1: Use Tags to Manage Messages
- Outlook® 2013 Part 1: Use Tracking Options
- Outlook® 2013 Part 1: View and Organize Your Contacts
- Outlook® 2013 Part 1: View the Calendar
- Outlook® 2013 Part 1: Work with Attachments
- Outlook® 2013 Part 2: Advanced Options
- Outlook® 2013 Part 2: Assign a Task
- Outlook® 2013 Part 2: Change Data File Settings
- Outlook® 2013 Part 2: Create a Data File
- Outlook® 2013 Part 2: Delegate Folder Access by Using Folder Permissions
- Outlook® 2013 Part 2: Edit an Electronic Business Card
- Outlook® 2013 Part 2: Export Contacts
- Outlook® 2013 Part 2: Filter Messages
- Outlook® 2013 Part 2: Forward Contacts
- Outlook® 2013 Part 2: Insert Advanced Characters and Objects in an Email
- Outlook® 2013 Part 2: Language Options
- Outlook® 2013 Part 2: Manage a Task Assigned to You
- Outlook® 2013 Part 2: Manage Additional Calendars
- Outlook® 2013 Part 2: Manage Advanced Calendar Options
- Outlook® 2013 Part 2: Manage Journal Entries
- Outlook® 2013 Part 2: Manage Junk Mail
- Outlook® 2013 Part 2: Manage Meeting Responses
- Outlook® 2013 Part 2: Manage Your Mailbox
- Outlook® 2013 Part 2: Modify Message Settings and Properties
- Outlook® 2013 Part 2: Organize Messages
- Outlook® 2013 Part 2: Reply to a Task Request
- Outlook® 2013 Part 2: Search Messages
- Outlook® 2013 Part 2: Share Your Calendar with Another User
- Outlook® 2013 Part 2: Share Your Contacts with Another User
- Outlook® 2013 Part 2: Sort Messages
- Outlook® 2013 Part 2: Use Automatic Replies
- Outlook® 2013 Part 2: Use Search Folders
- Outlook® 2013 Part 2: Work with a Contact Group
- Package Your Presentation for CD in Microsoft® PowerPoint® 2016
- Page Setup in Microsoft® Excel® 2013
- Page Setup in Microsoft® Excel® 2016
- PageMaker® 7: Advanced
- PageMaker® 7: Basic
- PageMaker® 7: Intermediate
- Perform Calculations in a Table in Microsoft® Word 2013
- Perform Calculations in a Table in Microsoft® Word 2016
- Personalize and Customize Documents in Microsoft® Excel® 2013
- Personalize and Customize Documents in Microsoft® Excel® 2016
- Personalize and Customize Documents in Microsoft® Word 2016
- Photoshop® CS5: Advanced
- Photoshop® CS5: Basic
- Photoshop® CS5: Production
- Photoshop® CS6: Advanced
- Photoshop® CS6: Basic
- Photoshop® CS6: Production
- Photoshop® Fundamentals (Part 1 of 10): Making Selections
- Photoshop® Fundamentals (Part 2 of 10): Complex Selections
- Photoshop® Fundamentals (Part 3 of 10): Type and the Type Tool
- Photoshop® Fundamentals (Part 4 of 10): Retouching Photos
- Photoshop® Fundamentals (Part 5 of 10): Color
- Photoshop® Fundamentals (Part 6 of 10): Mastering the Pen Tool
- Photoshop® Fundamentals (Part 7 of 10): Preparing for Output
- Photoshop® Fundamentals (Part 8 of 10): Project 1
- Photoshop® Fundamentals (Part 9 of 10): Project 2
- Photoshop® Fundamentals (Part 10 of 10): Project 3
- Play Your Slide Show in Presenter View in Microsoft® PowerPoint® 2016
- Power BI®- Access from Anywhere with Power BI®Mobile
- Power BI®- Add Annotations Using Text Boxes
- Power BI®- Appendix: Activate the Power BI®Service
- Power BI®- Appendix: Installing Power BI®Pro
- Power BI®- Commenting on Reports and Dashboards
- Power BI®- Create Calculated Columns if the Data Source is Insufficient
- Power BI®- Create Virtual Columns Using Measures
- Power BI®- Create YoY Comparisons Conveniently
- Power BI®- Customize the Design of a Report
- Power BI®- Edit Field Properties in Power BI®to Improve Readability
- Power BI®- Elaborate a Power BI®Report to Enable Decision Making
- Power BI®- Enrich Visualizations with Conditional Formatting
- Power BI®- Enrich Visualizations with Radial Gauges - Speedometer and Thermometer
- Power BI®- Format Axes to Make Data Comparable
- Power BI®- From Complex Reports to Clear Dashboards
- Power BI®- Getting Started with Power BI®Pro
- Power BI®- If Default Visualizations are not Enough: Add Custom Visuals
- Power BI®- Import Data from a CSV File into Power BI®
- Power BI®- Import Data from a PDF File into Power BI®
- Power BI®- Import Data from Access Databases into Power BI®
- Power BI®- Import Data from Websites into Power BI®
- Power BI®- Improve a Power BI®Report to Increase Informative Value
- Power BI®- Improve Datasets by Extracting Data from Fields and Adding Fields
- Power BI®- Manage Roles and Assign Users
- Power BI®- Optimize Reports for Mobile Devices
- Power BI®- Optimizing Power BI®with Advanced Settings
- Power BI®- Perform Advanced Data Analysis by Using Filters and Slicers
- Power BI®- Power BI®Service - First Steps
- Power BI®- Provide Reports in Microsoft Teams
- Power BI®- Save Key Findings in Easy-to-Access Bookmarks
- Power BI®- Set Up Alerts for Target Values
- Power BI®- Share Reports for Collaboration
- Power BI®- Take Advantage of Predefined Calculations Using Quick Measures
- Power BI®- Update Data in Power BI®
- Power BI®- Use Data Gateways to Access Local Data Safely
- Power BI®- Using Data from Excel Tables in Power BI®
- Power BI®- Using Data from Normalized Excel® Spreadsheets in Power BI®
- Power BI®- Visualize Benchmarks with Reference Lines
- Power BI®- Visualize Data on Maps to Valorise Reports
- Power BI®- What is Power BI®?
- PowerPoint Translation Tools in Microsoft® PowerPoint® 2016
- PowerPoint® 2013 Part 1: Add, Delete and Modify Slides
- PowerPoint® 2013 Part 1: Animate Objects
- PowerPoint® 2013 Part 1: Apply Transitions
- PowerPoint® 2013 Part 1: Arrange Objects
- PowerPoint® 2013 Part 1: Arrange Slides
- PowerPoint® 2013 Part 1: Create a Chart
- PowerPoint® 2013 Part 1: Create a Presentation from a Template

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- PowerPoint® 2013 Part 1: Create a Table
- PowerPoint® 2013 Part 1: Create and Save a PowerPoint® Presentation
- PowerPoint® 2013 Part 1: Deliver Your Presentation
- PowerPoint® 2013 Part 1: Edit Objects
- PowerPoint® 2013 Part 1: Edit Text
- PowerPoint® 2013 Part 1: Format a Chart
- PowerPoint® 2013 Part 1: Format a Table
- PowerPoint® 2013 Part 1: Format Characters
- PowerPoint® 2013 Part 1: Format Objects
- PowerPoint® 2013 Part 1: Format Paragraphs
- PowerPoint® 2013 Part 1: Format Text Boxes
- PowerPoint® 2013 Part 1: Group Objects
- PowerPoint® 2013 Part 1: Insert a Chart from Excel®
- PowerPoint® 2013 Part 1: Insert a Table from Other Office Applications
- PowerPoint® 2013 Part 1: Insert Clip Art and Images
- PowerPoint® 2013 Part 1: Insert Shapes
- PowerPoint® 2013 Part 1: Navigate the PowerPoint® Environment
- PowerPoint® 2013 Part 1: Print Your Presentation
- PowerPoint® 2013 Part 1: Review Your Presentation
- PowerPoint® 2013 Part 1: Save a Presentation as a PDF
- PowerPoint® 2013 Part 1: Use Bullets and Number Lists
- PowerPoint® 2013 Part 1: Use PowerPoint® Help
- PowerPoint® 2013 Part 1: View and Navigate a Presentation
- PowerPoint® 2013 Part 1: Work with Themes
- PowerPoint® 2013 Part 2: Add Action Buttons to a Presentation
- PowerPoint® 2013 Part 2: Add and Manage Comments
- PowerPoint® 2013 Part 2: Add and Manage Sections
- PowerPoint® 2013 Part 2: Add Audio to a Presentation
- PowerPoint® 2013 Part 2: Add Headers and Footers
- PowerPoint® 2013 Part 2: Add SmartArt to a Presentation
- PowerPoint® 2013 Part 2: Add Video to a Presentation
- PowerPoint® 2013 Part 2: Annotate a Presentation
- PowerPoint® 2013 Part 2: Compare and Merge Presentations
- PowerPoint® 2013 Part 2: Convert a Presentation to a Video
- PowerPoint® 2013 Part 2: Create a Custom Slide Layout
- PowerPoint® 2013 Part 2: Create a Custom Slide Show
- PowerPoint® 2013 Part 2: Create Custom Animation Effects
- PowerPoint® 2013 Part 2: Customize the Quick Access Toolbar
- PowerPoint® 2013 Part 2: Customize the Ribbon
- PowerPoint® 2013 Part 2: Customize the Status Bar
- PowerPoint® 2013 Part 2: Modify SmartArt
- PowerPoint® 2013 Part 2: Modify the Notes Master and the Handout Master
- PowerPoint® 2013 Part 2: Package a Presentation
- PowerPoint® 2013 Part 2: Present a Slide Show Online
- PowerPoint® 2013 Part 2: Record a Presentation
- PowerPoint® 2013 Part 2: Secure a Presentation
- PowerPoint® 2013 Part 2: Set PowerPoint® 2013 Options
- PowerPoint® 2013 Part 2: Set Up a Slide Show
- PowerPoint® 2013 Part 2: Set Video Playback Options
- PowerPoint® 2013 Part 2: Share a Presentation on the Web
- PowerPoint® 2013 Part 2: Timing Slide Transitions
- PowerPoint® 2013 Part 2: Work with Slide Masters
- PowerPoint® 2013 Part 2: Work with Windows® Simultaneously
- Prepare Excel Data for Use in Access in Microsoft® Access® 2016
- Prepare Excel® Data for Use in Access in Microsoft® Access® 2016
- Prepare Your Spreadsheet Data for Use in Access in Microsoft® Excel® 2016
- Prepare Your Spreadsheet Data for Use in Access® in Microsoft® Excel® 2013
- Prepare Your Spreadsheet Data for Use in Access® in Microsoft® Excel® 2016
- Preview Animations in Microsoft® PowerPoint® 2016
- Preview Query Results in Microsoft® Access® 2016
- Print a Calendar in Microsoft® Outlook® 2016
- Print Multiple Worksheets in Microsoft® Excel® 2016
- Print to a Specific Number of Pages in Microsoft® Excel® 2013
- Print to a Specific Number of Pages in Microsoft® Excel® 2016
- Print Your Tasks in Microsoft® Outlook® 2016
- Proof Your Presentation with Spell Check and Thesaurus Tools in Microsoft® PowerPoint® 2016
- Protect Your Data in Microsoft® Excel® 2016
- Pryor + Admin Tutorial - Assign Training
- Pryor + Admin Tutorial - Dashboard
- Pryor + Admin Tutorial - Password Reset
- Pull Data from a Website or Network Location in Microsoft® Excel® 2013
- Pull Data from a Website or Network Location in Microsoft® Excel® 2016 NEW!
- QuickBooks®: Apply a Late Fee to a Payment
- QuickBooks®: Bank Reconciliation
- QuickBooks®: Bank Reconciliation Discrepancy
- QuickBooks®: Charts of Accounts
- QuickBooks®: Class Tracking
- QuickBooks®: Customize AR Forms
- QuickBooks®: Edit and Merge Accounts
- QuickBooks®: Edit Preference
- QuickBooks®: Entering Bills
- QuickBooks®: Entering Checks
- QuickBooks®: Entering Credit Card Charges
- QuickBooks®: Estimates
- QuickBooks®: File Backup
- QuickBooks®: Home Page Interface
- QuickBooks®: How to Set Up New Company
- QuickBooks®: Invoicing
- QuickBooks®: Items List
- QuickBooks®: Journal Entry
- QuickBooks®: Loan Manager
- QuickBooks®: Mastering the Chart of Accounts
- QuickBooks®: Memorized Transactions
- QuickBooks®: Mileage Tracking
- QuickBooks®: New Asset Via Check Register
- QuickBooks®: New Asset Via Journal Entry
- QuickBooks®: Pay Bills
- QuickBooks®: Pay Credit Card Bills
- QuickBooks®: Receive Payments
- QuickBooks®: Record Deposits
- QuickBooks®: Sales Receipt vs Invoice
- QuickBooks®: Sales Tax
- QuickBooks®: Setting up a Customer
- QuickBooks®: Setting Up Jobs
- QuickBooks®: Setting up Late Fees
- QuickBooks®: Setting Up Users
- QuickBooks®: Setting Up Vendors
- QuickBooks®: Statements
- QuickBooks®: Sub Accounts
- Record a Macro in Microsoft® Excel® 2013
- Record a Macro in Microsoft® Excel® 2016
- Record a Narration in Microsoft® PowerPoint® 2016
- Record and Play Back a Series of Actions in Microsoft® Word 2013
- Record and Play Back a Series of Actions in Microsoft® Word 2016
- Remove the Background from an Image in a Document in Microsoft® Word 2013
- Remove the Background from an Image in Microsoft® PowerPoint® 2016
- Remove the Background from an Image in Microsoft® Word 2016
- Rename a Field in a Row in Microsoft® Access® 2016
- Rename a Query Field in Microsoft® Access® 2016
- Rename a Report Field in Microsoft® Access® 2016
- Require a Password for a Database in Microsoft® Access® 2016
- Research a Topic with Smart Lookup New! in Microsoft® PowerPoint® 2016
- Research a Topic with Smart Lookup NEW! in Microsoft® Word 2016
- Reuse Slides in a Presentation in Microsoft® PowerPoint® 2016
- Save a Document to the Appropriate File Format in Microsoft® Word 2013
- Save a Document to the Appropriate File Format in Microsoft® Word 2016
- Save a Presentation to the Appropriate File Format in Microsoft® PowerPoint® 2016
- Save a Presentation to Video in Microsoft® PowerPoint® 2016
- Save a Workbook as a Template in Microsoft® Excel® 2013
- Save a Workbook as a Template in Microsoft® Excel® 2016
- Save and Convert PDF in Microsoft® Word 2013
- Save and Convert PDF in Microsoft® Word 2016
- Save Your Document to OneDrive® in Microsoft® Word 2016
- Save Your Documents to Windows Live OneDrive® in Microsoft® Word 2013

Topics are continually added and updated. For your current local schedule visit us at [pryor.com](http://pryor.com) and enter your zip code. For your continuing education requirements, most of our courses offer CEUs. Additionally, many courses are pre-approved for CPE, HRCI, PDC and PDU credits.

- Save Your Presentation to OneDrive in Microsoft® PowerPoint® 2016
- Save Your Workbook to OneDrive® in Microsoft® Excel® 2016
- Save Your Workbook to Windows Live OneDrive® in Microsoft® Excel® 2013
- Schedule a Meeting in Microsoft® Outlook® 2016
- Search Your Email Messages in Microsoft® Outlook®
- Search Your Email Messages in Microsoft® Outlook® 2016
- Select and Apply a Theme to Your Documents in Microsoft® Excel® 2013
- Select and Apply a Theme to Your Documents in Microsoft® Excel® 2016
- Send an Out of Office Reply in Microsoft® Outlook®
- Send an Out of Office Reply in Microsoft® Outlook® 2016
- Send Documents from Word in Microsoft® Word 2013
- Send Documents from Word in Microsoft® Word 2016
- Send Presentations from PowerPoint in Microsoft® PowerPoint® 2016
- Sending Documents from Excel in Microsoft® Excel® 2013
- Sending Documents from Excel in Microsoft® Excel® 2016
- Set a Recurring Appointment in Microsoft® Outlook® 2016
- Set a Trigger on a Video or Audio Bookmark in Microsoft® PowerPoint® 2016
- Set Properties for Content Controls in Microsoft® Word 2013
- Set Properties for Content Controls in Microsoft® Word 2016
- Set Up Show in Microsoft® PowerPoint® 2016
- Set Up Your Outlook Window Layout in Microsoft® Outlook® 2016
- Set Up Your Outlook® Window Layout in Microsoft® Outlook® 2016
- Share a Calendar in Microsoft® Outlook® 2016
- Share Your Documents Using Windows Live OneDrive® in Microsoft® Word 2013
- Share Your Workbook Using Windows Live OneDrive® in Microsoft® Excel® 2013
- SharePoint 2013 Site Owner (Part 1 of 2): Templates
- SharePoint 2013 Site Owner (Part 2 of 2): Managing Sites
- Sharing ConceptDraw MINDMAP™ Presentation Video on Facebook™
- Sharing ConceptDraw MINDMAP™ Presentation Videos on Google+™
- Sharing ConceptDraw MINDMAP™ Presentation Videos on YouTube™
- Sharing Microsoft® PowerPoint® Presentation Created with ConceptDraw MINDMAP™ on Google Docs™
- Show in Favorites in Microsoft® Outlook®
- Show in Favorites in Microsoft® Outlook® 2016
- Sort and Group Email Messages in Microsoft® Outlook®
- Sort and Group Email Messages in Microsoft® Outlook® 2016
- Sort and Group Tasks in Microsoft® Outlook® 2016
- Sort Table Data in Microsoft® Access® 2016
- Stack and Group Images in a Document in Microsoft® Word 2013
- Stack and Group Images in a Document in Microsoft® Word 2016
- Stack and Group Objects in Microsoft® PowerPoint® 2016
- Troubleshoot Formula and Function Errors in Microsoft® Excel® 2013
- Troubleshoot Formula and Function Errors in Microsoft® Excel® 2016
- Update a Contact in Microsoft® Outlook® 2016
- Update Tasks and Send Status Reports in Microsoft® Outlook® 2016
- Use a Query to Append Table Data in Microsoft® Access® 2016
- Use Advanced Options for Filters in Microsoft® Access® 2016
- Use an Image as a Slide Background in Microsoft® PowerPoint® 2016
- Use AutoCorrect to Save Time and Correct Errors in Microsoft® Word 2016
- Use AutoCorrect to Save Time and Prevent Errors in Microsoft® Word 2013
- Use AutoFill to Quickly Fill Cells from a List and Create Your Own Fillable List of Items in Microsoft® Excel® 2016
- Use AutoFill to Quickly Fill Cells from a List in Microsoft® Excel® 2013
- Use AutoFill to Quickly Fill Cells from a List in Microsoft® Excel® 2016
- Use Conditional Formulas in Microsoft® Excel® 2013
- Use Conditional Functions in Microsoft® Excel® 2016
- Use Data Filters in Microsoft® Excel® 2013
- Use Data Filters in Microsoft® Excel® 2016
- Use Data from an Excel® Spreadsheet to Populate Fields in a Document in Microsoft® Word 2013
- Use Data Variations to Create Scenarios in Microsoft® Excel® 2016
- Use Find and Replace in Microsoft® PowerPoint® 2016
- Use Graphics to Compare Cell Values in Microsoft® Excel® 2013
- Use Graphics to Compare Cell Values in Microsoft® Excel® 2016
- Use Scheduling Assistant to Plan Meetings in Microsoft® Outlook® 2016
- Use Slide Masters in Microsoft® PowerPoint® 2016
- Use Smart Guides in Microsoft® PowerPoint® 2016
- Use Sparklines to Display Trends in Microsoft® Excel® 2013
- Use Sparklines to Display Trends in Microsoft® Excel® 2016
- Use the Group, Sort, and Total Pane to Organize Reports in Microsoft® Access® 2016
- Use the Group, Sort, and Total Pane to Organize Reports in Microsoft® Access® 2016
- Use the Quick Analysis Tool in Microsoft® Excel® 2013
- Use the Quick Analysis Tool in Microsoft® Excel® 2016
- Using Microsoft® Windows® 10 - Accessing Windows® 10: Navigate the Windows® 10 Desktop
- Using Microsoft® Windows® 10 - Accessing Windows® 10: Sign in to Windows® 10
- Using Microsoft® Windows® 10 - Accessing Windows® 10: Use the Start Menu
- Using Microsoft® Windows® 10 - Customizing the Windows® 10 Environment: Change Start Menu Options
- Using Microsoft® Windows® 10 - Customizing the Windows® 10 Environment: Customize the Desktop and Lock Screen
- Using Microsoft® Windows® 10 - Customizing the Windows® 10 Environment: Work with Tiles and Tile Groups
- Using Microsoft® Windows® 10 - Installing and Removing Devices: Manage Peripheral Devices
- Using Microsoft® Windows® 10 - Installing and Removing Devices: Print a Document
- Using Microsoft® Windows® 10 - Managing Files and Folders: Manage Files and Folders with File Explorer
- Using Microsoft® Windows® 10 - Managing Files and Folders: Upload and Share Files with OneDrive®
- Using Microsoft® Windows® 10 - Using Cortana® and Edge: Browse the Web with Edge
- Using Microsoft® Windows® 10 - Using Cortana® and Edge: Customize Cortana's User Interface
- Using Microsoft® Windows® 10 - Using Cortana® and Edge: Customize Edge
- Using Microsoft® Windows® 10 - Using Cortana® and Edge: Get to Know Cortana®
- Using Microsoft® Windows® 10 - Using Cortana® and Edge: Search with Cortana®
- Using Microsoft® Windows® 10 - Using Cortana® and Edge: Use Cortana® as a Personal Assistant
- Using Microsoft® Windows® 10 - Using Windows® 10 Security Features: Change Privacy Settings
- Using Microsoft® Windows® 10 - Using Windows® 10 Security Features: Check for Viruses in Windows® Defender
- Using Microsoft® Windows® 10 - Using Windows® 10 Security Features: Set New Password Types
- Using Microsoft® Windows® 10 - Using Windows® Universal Apps and Desktop Applications (Video Course)
- Using Microsoft® Windows® 10 - Using Windows® Universal Apps and Desktop Applications: Install an App from Windows® Store
- Using Microsoft® Windows® 10 - Using Windows® Universal Apps and Desktop Applications: Multitask with Open Apps
- Using Microsoft® Windows® 10 - Using Windows® Universal Apps and Desktop Applications: Set up the Mail App
- Using Microsoft® Windows® 10 - Using Windows® Universal Apps and Desktop Applications: Use Desktop Applications

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- Using Microsoft® Windows® 10 - Using Windows® Universal Apps and Desktop Applications: Use Windows® Universal Apps
- View and Re-Order Animations in Microsoft® PowerPoint® 2016
- Visualize Geographic Data in Microsoft® Excel® 2016 NEW!
- What is a Dashboard
- What Is an Action Mind Map
- What's New in Excel® 2019 (Part 1 of 8): Charts and Images
- What's New in Excel® 2019 (Part 2 of 8): Sharing
- What's New in Excel® 2019 (Part 3 of 8): TEXTJOIN and CONCAT
- What's New in Excel® 2019 (Part 4 of 8): IFS, MAXIFS, and MINIFS
- What's New in Excel® 2019 (Part 5 of 8): SWITCH
- What's New in Excel® 2019 (Part 6 of 8): Ink and Drawing
- What's New in Excel® 2019 (Part 7 of 8): New in Backstage View
- What's New in Excel® 2019 (Part 8 of 8): Extra Features
- What's New in Office 2013 and Windows® 8: Accelerate Data Insertion with Flash Fill
- What's New in Office 2013 and Windows® 8: Apply a Theme from the Start Screen
- What's New in Office 2013 and Windows® 8: Apps
- What's New in Office 2013 and Windows® 8: Browse the Web in the IE 10 New User Interface
- What's New in Office 2013 and Windows® 8: Charms and Apps
- What's New in Office 2013 and Windows® 8: Common Features
- What's New in Office 2013 and Windows® 8: Connect to Social Networks
- What's New in Office 2013 and Windows® 8: Create and Rearrange Groups on the Start Screen
- What's New in Office 2013 and Windows® 8: Customize the Desktop
- What's New in Office 2013 and Windows® 8: Customize Tiles
- What's New in Office 2013 and Windows® 8: Edit a PDF
- What's New in Office 2013 and Windows® 8: Edit Documents
- What's New in Office 2013 and Windows® 8: Incorporate a Clustered Column Chart
- What's New in Office 2013 and Windows® 8: Incorporate a Combo Chart
- What's New in Office 2013 and Windows® 8: Incorporate Objects
- What's New in Office 2013 and Windows® 8: Install an App
- What's New in Office 2013 and Windows® 8: Leverage the Enhanced Presenter View
- What's New in Office 2013 and Windows® 8: Libraries
- What's New in Office 2013 and Windows® 8: Log in to Windows® 8
- What's New in Office 2013 and Windows® 8: Navigate the Desktop
- What's New in Office 2013 and Windows® 8: Navigate the IE 10 New User Interface
- What's New in Office 2013 and Windows® 8: Navigate through Outlook® 2013
- What's New in Office 2013 and Windows® 8: Office 2013 and the Cloud
- What's New in Office 2013 and Windows® 8: Open a PST File
- What's New in Office 2013 and Windows® 8: Pin to Start and Unpin from Start
- What's New in Office 2013 and Windows® 8: Quick Analysis
- What's New in Office 2013 and Windows® 8: Read Documents
- What's New in Office 2013 and Windows® 8: Slicers
- What's New in Office 2013 and Windows® 8: The Control Panel
- What's New in Office 2013 and Windows® 8: The File Explorer
- What's New in Office 2013 and Windows® 8: The Start Screen
- What's New in Office 2013 and Windows® 8: The Task Manager
- What's New in Office 2013 and Windows® 8: Use Modern Apps
- What's New in Office 2013 and Windows® 8: Work with Tables
- What's New in Office 2013 and Windows® 8: Workflow with Online Templates
- What's New in Office 2013 and Windows® 8: Workflow with Templates
- Windows Server 2012 (Part 1 of 6): Installing and Core
- Windows Server 2012 (Part 2 of 6): Remote Management and Storage
- Windows Server 2012 (Part 3 of 6): AD and IP Addresses
- Windows Server 2012 (Part 4 of 6): DHCP and DNS
- Windows Server 2012 (Part 5 of 6): Share Access and Group Policy
- Windows Server 2012 (Part 6 of 6): Hyper V and Windows Firewall
- Windows Server 2012 Admin (Part 1 of 8): User and Service Accounts
- Windows Server 2012 Admin (Part 2 of 8): Group Policy
- Windows Server 2012 Admin (Part 3 of 8): Network File Services
- Windows Server 2012 Admin (Part 4 of 8): Managing DNS
- Windows Server 2012 Admin (Part 5 of 8): Managing Remote Access
- Windows Server 2012 Admin (Part 6 of 8): OS Updates and Images
- Windows Server 2012 Admin (Part 7 of 8): System Resources
- Windows Server 2012 Admin (Part 8 of 8): Active Directory
- Windows® 7: Changing Folder Options
- Windows® 7: Customizing the Desktop
- Windows® 7: Customizing the Start Menu
- Windows® 7: Getting Help
- Windows® 7: Installing a Printer
- Windows® 7: Managing Folders
- Windows® 7: Navigation in Explorer
- Windows® 7: Open and Close Programs
- Windows® 7: Opening and Saving a File
- Windows® 7: Organizing Windows®
- Windows® 7: Parts of a Windows® Window
- Windows® 7: Searching with Explorer
- Windows® 7: Using Control Panel
- Windows® 7: Using Keyboard Shortcuts
- Windows® 7: Using the Desktop
- Windows® 7: Using the Menu Bar and Ribbon Strip
- Windows® 7: Using the Mouse
- Windows® 7: Using the Start Menu
- Windows® 7: Using the Taskbar
- Windows® 7: What are Folders and Libraries?
- Windows® 8.1: Access and Identify the Charms
- Windows® 8: Access and Identify the Charms
- Word 2013 Part 1: Add a Watermark
- Word 2013 Part 1: Add Headers and Footers
- Word 2013 Part 1: Add Images to a Document
- Word 2013 Part 1: Additional Save Options
- Word 2013 Part 1: Align Text Using Tabs
- Word 2013 Part 1: Apply a Page Border and Color
- Word 2013 Part 1: Apply Borders and Shading
- Word 2013 Part 1: Apply Character Formatting
- Word 2013 Part 1: Apply Styles
- Word 2013 Part 1: AutoCorrection
- Word 2013 Part 1: Check Accessibility
- Word 2013 Part 1: Check Spelling and Grammar
- Word 2013 Part 1: Control Page Layout
- Word 2013 Part 1: Control Paragraph Layout
- Word 2013 Part 1: Convert Text to a Table
- Word 2013 Part 1: Create a Word Document
- Word 2013 Part 1: Customize a List
- Word 2013 Part 1: Customize the Word Interface
- Word 2013 Part 1: Customize the Word Options
- Word 2013 Part 1: Display a Document
- Word 2013 Part 1: Display Text as List Items
- Word 2013 Part 1: Find and Replace Text
- Word 2013 Part 1: Format a Table
- Word 2013 Part 1: Help
- Word 2013 Part 1: Insert a Table
- Word 2013 Part 1: Insert Symbols and Special Characters
- Word 2013 Part 1: Manage Formatting
- Word 2013 Part 1: Modify a Table
- Word 2013 Part 1: Modify Text
- Word 2013 Part 1: Navigate and Select Text
- Word 2013 Part 1: Other Proofing Tools
- Word 2013 Part 1: Printing
- Word 2013 Part 1: Renumber a List
- Word 2013 Part 1: Saving
- Word 2013 Part 1: Sort a List
- Word 2013 Part 1: Working with the Ribbon
- Word 2013 Part 2: Add WordArt and Other Text Effects
- Word 2013 Part 2: Adjust Image Appearance
- Word 2013 Part 2: Advanced Image Management
- Word 2013 Part 2: Apply Document Themes

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- Word 2013 Part 2: Automate Tasks Using Macros
- Word 2013 Part 2: Control Cell Layout
- Word 2013 Part 2: Control Paragraph Flow
- Word 2013 Part 2: Create a Chart
- Word 2013 Part 2: Create a Data Source Using Word
- Word 2013 Part 2: Create a Document Using a Template
- Word 2013 Part 2: Create a Macro
- Word 2013 Part 2: Create a Template
- Word 2013 Part 2: Create and Modify Building Blocks
- Word 2013 Part 2: Create and Modify Text Styles
- Word 2013 Part 2: Create Complex Illustrations with SmartArt
- Word 2013 Part 2: Create Custom List or Table Styles
- Word 2013 Part 2: Create Text Boxes and Pull Quotes
- Word 2013 Part 2: Draw Shapes
- Word 2013 Part 2: Insert and Format Screenshots
- Word 2013 Part 2: Insert Building Blocks
- Word 2013 Part 2: Insert Columns
- Word 2013 Part 2: Insert Fields Using Quick Parts
- Word 2013 Part 2: Insert Section Breaks
- Word 2013 Part 2: Insert Video
- Word 2013 Part 2: Integrate Pictures and Text
- Word 2013 Part 2: Link Text Boxes to Control Text Flow
- Word 2013 Part 2: Merge Envelopes and Labels
- Word 2013 Part 2: Perform Calculations in a Table
- Word 2013 Part 2: Resize an Image
- Word 2013 Part 2: Sort Table Data
- Word 2013 Part 2: The Mail Merge Features
- Word 2013 Part 3: Add a Digital Signature to a Document
- Word 2013 Part 3: Add Bookmarks
- Word 2013 Part 3: Add Captions
- Word 2013 Part 3: Add Citations and a Bibliography
- Word 2013 Part 3: Add Cross-References
- Word 2013 Part 3: Add Hyperlinks
- Word 2013 Part 3: Coauthor Documents
- Word 2013 Part 3: Compare and Merge Document Versions
- Word 2013 Part 3: Compare Document Changes
- Word 2013 Part 3: Create a Master Document
- Word 2013 Part 3: Create a New Document Version
- Word 2013 Part 3: Create Forms
- Word 2013 Part 3: Form Data Conversion
- Word 2013 Part 3: Insert a Table of Contents
- Word 2013 Part 3: Insert an Ancillary Table
- Word 2013 Part 3: Insert an Index
- Word 2013 Part 3: Insert Blank and Cover Pages
- Word 2013 Part 3: Insert Footnotes and Endnotes
- Word 2013 Part 3: Manage Outlines
- Word 2013 Part 3: Manipulate Forms
- Word 2013 Part 3: Merge Document Changes
- Word 2013 Part 3: Modify Legacy Form Field Properties
- Word 2013 Part 3: Modify User Information
- Word 2013 Part 3: Restrict Document Access
- Word 2013 Part 3: Review a Document
- Word 2013 Part 3: Review Tracked Changes
- Word 2013 Part 3: Set Formatting and Editing Restrictions
- Word 2013 Part 3: Share a Document
- Word 2013 Part 3: Suppress Information
- Work with Office 365® - First Steps in Office 365®: First Steps in Office 365®
- Work with Office 365® - First Steps in Office 365®: Login to Office 365®
- Work with Office 365® - How to Use the Mail App: First Steps in the Mail App
- Work with Office 365® - How to use the Mail App: Mail App Settings
- Work with Office 365® - How to Use the Mail App: Manage Your Mail for Efficiency
- Work with Office 365® - How to Use the Mail App: Productivity Tips and Tricks
- Work with Office 365® - How to Use the Mail App: Read and Reply to Mail
- Work with Office 365® - How to Use the Mail App: Share Folders with Others
- Work with Office 365® - How to Use the Mail App: Work with Folders
- Work with Office 365®: How to Use the Calendar App: Navigate the Calendar Application
- Work with Office 365®: How to Use the Mail App -- Send Mail
- Working With Excel® 2016: Add a Timeline Slicer
- Working With Excel® 2016: Add Conditional Formatting to Data With Quick Analysis
- Working With Excel® 2016: Drill Deeper into your Data
- Working With Excel® 2016: Insert and Format a Chart
- Working With Excel® 2016: Select a Template in Excel®
- Working With Excel® 2016: Update Data with Flash Fill
- Working With Outlook® 2016: Attach a Cloud Document to an Email
- Working With Outlook® 2016: Manage your Inbox Using Folders (incl. Clutter)
- Working With Outlook® 2016: Navigate Through Mail, Calendars, People, and Tasks
- Working With Outlook® 2016: Work With Groups
- Working With PowerPoint® 2016: Applying a New Theme to a Presentation
- Working With PowerPoint® 2016: Incorporate Objects
- Working With PowerPoint® 2016: Using Presenter View During a Presentation
- Working With Word 2016: Edit a PDF (Part 1 of 2)
- Working With Word 2016: Edit a PDF (Part 2 of 2)
- Working With Word 2016: Edit Documents - Co-Edit a Document
- Working With Word 2016: Edit Documents - Reposition a Video
- Working With Word 2016: Edit Documents - Simple Markup
- Working With Word 2016: Edit Documents - Working With Comments
- Working With Word 2016: Embed Videos (Part 1 of 2)
- Working With Word 2016: Embed Videos (Part 2 of 2)
- Working With Word 2016: Read Documents
- Working With Word 2016: Work With Tables (Part 1 of 2)
- Working With Word 2016: Work With Tables (Part 2 of 2)
- A Post COVID-19 World
- Evaluating Your Risk and Crisis Management Response
- How to Set Expectations for Remote Employees - May 2020 Live Recording
- Leading in Times of Downsizing - 06/10/2020 Live Recording
- Microsoft® Teams - May 2020 Live Recording
- Returning to Work After Quarantine - Employees: Connecting with Colleagues
- Returning to Work After Quarantine - Employees: Cultivating Gratitude
- Returning to Work After Quarantine - Employees: How to Handle a Lack of Organizational Transparency
- Returning to Work After Quarantine - Employees: Navigating New Organizational Structures
- Returning to Work After Quarantine - Employees: Post COVID-19 Career Planning
- Returning to Work After Quarantine - Employees: Remote Work as a Way of Working
- Returning to Work After Quarantine - Employees: Taking Remote Work Lessons Into the Office
- Returning to Work After Quarantine - Employees: The Emotions of Returning to Work
- Returning to Work After Quarantine - Leadership: Company Wide Communication Strategies
- Returning to Work After Quarantine - Leadership: Creating a Culture of Gratitude
- Returning to Work After Quarantine - Leadership: Creating a Culture of Transparency
- Returning to Work After Quarantine - Leadership: Evaluating Remote Work & Flexible Schedule Policies
- Returning to Work After Quarantine - Leadership: How to Structure Your Team's Return to the Office
- Returning to Work After Quarantine - Leadership: Organizational Culture & Values
- Returning to Work After Quarantine - Leadership: Reconnecting with Clients
- Returning to Work After Quarantine - Leadership: Social Distancing and Business Strategy Considerations
- Returning to Work After Quarantine - Managers: Creating a Culture of Transparency
- Returning to Work After Quarantine - Managers: Embracing Remote Work
- Returning to Work After Quarantine - Managers: Guiding Teams Through Stress
- Returning to Work After Quarantine - Managers: Handling Employee Reviews and Raises
- Returning to Work After Quarantine - Managers: Managing the Whole Person
- Returning to Work After Quarantine - Managers: Sharing Workplace Challenges
- Returning to Work After Quarantine - Managers: Spreading Positivity
- Safe Re-Entry During COVID-19 for Employees
- Safe Re-Entry During COVID-19 for Employers
- Stress Management During a Crisis - 05/28/2020 Live Recording

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- Tips for a Successful Home Office with Kids in the House - May 2020 Live Recording
- Working from Home When You're Lonely
- Working from Home When You're Sick
- Working from Home With Your Dog
- Working from Home with Your Kids
- Working from Home with Your Partner

## CUSTOMER SERVICE

- 1 to 1: Customer Service Success
- 10 Steps to Successful Customer Service
- 14 Things to Improve Your Customer Service in 5 Seconds - Quick Reference
- A Customer Complains: Now What?
- Attitudes in Customer Service
- Basics of a Great Customer Conversation
- Breaking Out of the Non-Person Box
- Building Great Customer Experiences
- Characteristics of a Value-Centered Organization
- Creating Great Customer Conversations
- CRM in Real Time
- Customer CEO
- Customer Experience
- Customer Lifetime Value
- Customer Loyalty
- Customer Relationship Management
- Customer Sense
- Customer Service and DISC Styles
- Customer Service Basics
- Customer Service Episode 1: A Tale of Two Businesses
- Customer Service Episode 2: Pay Attention to Your Environment
- Customer Service Episode 3: Little Things Matter
- Customer Service Episode 4: Your Wait Time is Approximately Forever
- Customer Service Episode 5: Customer Service 101: The Basics of Bad Customer Service
- Customer Service Episode 6: A Playful Way to Annoy Your Customers
- Customer Service Episode 7: Dealing with Irrate Customers
- Customer Service Episode 8: Follow Every Rule
- Customer Service Episode 9: Using Proper English and Grammar Can Only Hurt Your Career
- Customer Service Episode 10: Sound Excited Already!
- Customer Service Gone Viral
- Customer Service Later
- Customer Service: 01. Service Quality Indicators
- Customer Service: 02. Helping Customers Increase Income
- Customer Service: 03. Helping Your Customers Increase Their Revenue
- Customer Service: Are You With Me?
- Customer Service: Cutting Corners
- Customer Service: I'm Right, You're Wrong
- Customer Service: It's Not My Problem
- Customer Service: Service Delayed is Service Denied
- Customer Service: The Invisible Customer
- Dangerous Customer Service
- Dealing with Customers Lawfully: A Rapid Skill Builder Booklet

- Delight Your Customers
- Delivering a Powerful Customer Experience
- Delivering a Powerful Customer Experience (French)
- Delivering a Powerful Customer Experience (French-Canadian)
- Delivering a Powerful Customer Experience (Spanish)
- Delivering Knock Your Socks Off Service
- Delivering Stellar Customer Service
- Diffusing Hostility Through Customer Service (Spanish)
- Diffusing Techniques for Healing Customer Relationships
- Effective Techniques for Dealing with Difficult Customers
- Feedback: Feedback Basics
- Feedback: Social Media Feedback
- Feedback: Surveys
- Feedback: What To Do With Feedback
- Forces of Change
- Fun Facts About Customer Service
- Get Ready for an Upset Customer Worksheet
- Great Tips for Great Service
- Handling an Angry Customer
- Handling Consumer Complaints
- Handling Customer Complaints in Hospitality
- Handling the Difficult Customer
- Healing Customer Relationships
- Hospitality ADA Compliance
- How to Deliver Effective Online Customer Support
- How to Engage Your Customer
- How to Engage Your Customer (French)
- How to Engage Your Customer (French-Canadian)
- How to Engage Your Customer (Spanish)
- How to Improve a Situation With an Upset Customer - Quick Reference
- How to Lead and Empower Your Customer Service Team
- How to Resolve Customer Complaints on the Spot
- How to Say You're Sorry
- How to Tell a Customer "No"
- Improving Customer Service: A Rapid Skill Builder Booklet
- Know and Work With the Expectations of Those You Serve
- Lead with Your Customer
- Learn to be On-Stage to Provide the Best Service
- Lower Your Call Center Costs
- Maintaining a Positive Service Attitude
- Manage Your Body Language - And Read Theirs
- Over-Service to Leave a Lasting Impression
- Package Your Service with Warmth
- Phone Etiquette
- Projecting Competence and Credibility
- Promote Your Service Value
- Quality Customer Service: Customer Interactions
- Quality Customer Service: Four Basic Elements
- Quality Customer Service: Phone Calls
- Recruit and Hire Stellar Customer Service Representatives
- Revolutionize Your Customer Experience
- Service as a DIS-satisfier

- Service Failure
- Service Impact Series: Credibility Through Honesty
- Service Impact Series: Cross-Cultural Communication
- Service Impact Series: Dimensions of Service
- Service Impact Series: Levels of Learning
- Service Impact Series: The Angry Customer
- Take Care of Yourself to Provide Sustainable Service
- Taking C.A.R.E. of Business
- Taking the Customer Point of View
- TeleCare®: Your Role as Advocate
- TeleCare®: Your Role as Detective
- TeleCare®: Your Role as Healer
- TeleCare®: Your Role as Host
- TeleCare®: Your Role as Teacher
- The "First Person" Syndrome
- The 3 Traits of Great Customer Service
- The 4 P's in Creating Loyal Customers
- The 5 Values of Great Customer Service
- The Customer Service Survival Kit
- The Customer Service Zone
- The DNA of Customer Experience
- The Service Providers
- The Two Factors in Customer Service
- Turning Around an Angry Customer
- Turning Around an Angry Customer (French)
- Turning Around an Angry Customer (French-Canadian)
- Turning Around an Angry Customer (Spanish)
- Turning Customer Satisfaction into Customer Loyalty
- Understand What Those You Serve Value: Evaluation Values
- Understand What Those You Serve Value: Selection Values
- Up Your Service!
- Uplifting Service
- What NOT to Say to Your Customers
- When Things Go Wrong
- Who Affects Service the Most?
- Who Gets Your Attention?
- Who is Your Customer?
- Why Customers Don't Complain
- You Have to LOVE Customers
- Anti-Racism: Because 'Not Racist' Is Not Enough
- Establishing Equity: Driving Diversity
- Establishing Equity: Embracing Equality
- Establishing Equity: Integrating Inclusion
- Establishing Equity: The DEI Continuum
- Establishing Equity: The Ultimate Goal

## EVELYN WOOD LIBRARY

- Memory Dynamics: Exaggeration
- Vocabulary Dynamics: How it Works

## FINANCE & ACCOUNTING

- 365 Ways to Live Cheap
- Accounting - Asset Securitization
- Accounting Ethics & Integrity
- Accounting for Derivatives
- Accounting in a Nutshell
- Accounting Statements, Balance Sheets and More!

Topics are continually added and updated. For your current local schedule visit us at [pryor.com](http://pryor.com) and enter your zip code. For your continuing education requirements, most of our courses offer CEUs. Additionally, many courses are pre-approved for CPE, HRCI, PDC and PDU credits.

- Accrual Accounting, Part 1
- Accrual Accounting, Part 2
- ACH
- Adult Financial Abuse
- Adult Financial Abuse - California
- Advanced Scenario Analysis and Stress Tests
- Aggregate Supply and Aggregate Demand
- Analysis and Evaluation of Risk Exposures
- Analysis of Financing Liabilities
- Analysis of Income Taxes
- Analysis of Retirement Needs
- Analyst Conflicts of Interest
- Analyzing Financial Leverage for a Business
- Analyzing Risks
- Annuities (Asset Liability Management)
- Annuities (Insurance)
- Application of Analytical Techniques
- Applying Breakeven Analysis in the Workplace
- Audit Committee
- Audit Report Writing for Internal Auditors
- Auditor Independence
- Back Office Controls
- Balancing the Books
- Bankruptcy Law for Collection Professionals
- Basic Concepts in Financial Planning
- Basic Financial Measures
- Be Audit Secure: Part 1 - Introduction
- Be Audit Secure: Part 2 - Reasonable Basis
- Be Audit Secure: Part 3 - The Rule of 3's
- Be Audit Secure: Part 4 - Policies and Procedures
- Be Audit Secure: Part 5 - Standard Operating Procedures
- Be Audit Secure: Part 6 - Communication
- Be Audit Secure: Part 7 - Training
- Be Audit Secure: Part 8 - Internal Audits
- Board of Directors
- Bookkeeping and Accounting
- Bookkeeping Basics
- Budgeting: How to Budget Expenses
- Business and Financial Information for Small Businesses
- Business Financing for Beginners
- Cash Flow Management - How to Read Cash Flow Statements
- Cash Flow Management - Managing Payables
- Cash Flow Management - Managing Receivables
- Cash Flow Projections & Critical Business Planning Considerations
- Certificates of Deposit
- Challenges Facing the Accounting Profession
- Check 21
- Check Kiting
- Check Processing
- Components of Check Fraud
- Conducting Internal Payroll Audits Part Five: I-9 Hot Tips
- Conducting Internal Payroll Audits Part Four: Why You Must Audit Your W-4s
- Conducting Internal Payroll Audits Part One: 4 Things the DOL Will Request During Your Audit
- Conducting Internal Payroll Audits Part Seven: Audit Secure© Must Haves
- Conducting Internal Payroll Audits Part Six: Exempt Status Classification of Workers
- Conducting Internal Payroll Audits Part Three: W-9 Compliance Tips and Penalties for Noncompliance
- Conducting Internal Payroll Audits Part Two: Independent Contractor Classification
- Consumer Privacy Act
- Corporate and Criminal Fraud Accountability
- Corporate Bonds
- Corporate Fraud and Accountability
- Corporate Responsibility - SOX
- Corporate Tax Returns - SOX
- Correlation and Regression Analysis
- Cost of Capital: What does money cost?
- Cost of Sales - COGS
- Cost of Sales - Discounts
- Cost of Sales - Inventory
- Credit Union Regulations
- Credit Union Services
- Credit Unions
- Currency Futures
- Debt Information for Teens
- Decision-Making: Financial (Part 1 of 9) -- Understanding Financial Decisions
- Decision-Making: Financial (Part 2 of 9) -- Key Terms in Financial Analysis
- Decision-Making: Financial (Part 3 of 9) -- Amounts and Costs
- Decision-Making: Financial (Part 4 of 9) -- Time Value of Money
- Decision-Making: Financial (Part 5 of 9) -- Cash Flow Is King
- Decision-Making: Financial (Part 6 of 9) -- Payback Method
- Decision-Making: Financial (Part 7 of 9) -- Net Present Value Method
- Decision-Making: Financial (Part 8 of 9) -- Return on Investment Method
- Decision-Making: Financial (Part 9 of 9) -- Advanced Financial Decision-Making
- Demand and Supply in Factor Markets
- Depreciation Accounting
- Dollars and Sense
- Draft and Direct Collections
- Effective Inventory Management
- Efficiency and Equity
- Efficiency Indicators: Days Inventory
- Efficiency Indicators: Days Payable
- Efficiency Indicators: Days Receivable
- Efficiency Indicators: The Cash Conversion Cycle
- Elasticity
- Equity Swaps
- Escrow Accounts
- Estate Planning - An Overview
- Estate Planning - Wills
- Estimation of Working Capital Requirements
- Exotic Options
- Expenses - Controllable and Uncontrollable Expenses
- Expenses - Direct and Indirect Expenses
- Expenses - Expense Classification
- Expenses - Variable and Fixed Costs
- Fair Credit Reporting Act
- Fair Debt Collection Practices Act
- Fair Housing Act
- FDIC
- Filing Business Taxes
- Finalization of Accounts
- Finance Vocabulary - SkillBuilder Game
- Financial Independence For Women
- Financial Ratios - Cost of Goods Sold
- Financial Ratios - Margin
- Financial Ratios - Net Investment Ratios
- Financial Ratios - Revenue Ratios
- Financial Reporting Standards
- Financial Statements: An Introduction
- Financial Statements: Introducing the Balance Sheet
- Financial Statements: Introducing the Income Statement
- Financial Statements: Introducing the Statement of Cash Flows
- Financial Statements: Reading a Balance Sheet
- Financial Statements: Reading a Statement of Cash Flows
- Financial Statements: Reading an Income Statement
- Financial Wellness: Budget Sample
- Financial Wellness: Creating a Budget
- Financial Wellness: How to Manage Your Credit Cards
- Financial Wellness: How to Save at Your Financial Institution
- Financial Wellness: How to Save on Food
- Financial Wellness: How to Save on Subscriptions
- Financial Wellness: How to Save on Your Car
- Financial Wellness: How to Save Using Your Employee Benefits
- Financially Speaking - 3 Financial Statements
- Financially Speaking - Basic Breakeven Analysis
- Financially Speaking - Depreciation Explained
- Financially Speaking - Financial Reporting Principles
- Financially Speaking - The Accounting Cycle
- Financially Speaking - The Fundamentals of Cost Behavior
- Financing Solutions for Small Businesses
- Fiscal Policy
- Forecasting Demand & Breakeven Analysis
- Front Office Controls
- Futures Contracts and Hedging
- General Insurance - Individuals
- Gift and Gift Tax
- Goals and Investment Objectives
- Gold Start
- Group Insurance
- Healthcare Receivable Securitization
- Home Mortgage Disclosure Act
- How Letters of Credit Work
- How to Read and Understand Financial Statements
- HPA
- Identity Theft: Red Flags Rule
- Inflation
- Interest Rates
- Internal Ratings Based Approach

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- International Finance Considerations for Business
- International Payment Terms
- Intro to Financial Analysis: Assessing the Performance of Your Company
- Introduction to Accounting
- Introduction to Financial Planning
- Introduction to Financial Statement Analysis
- Introduction to Financial Statements - Balance Sheet: Assets
- Introduction to Financial Statements - Balance Sheet: Liabilities
- Introduction to Financial Statements - Balance Sheet: Overview of a Balance Sheet
- Introduction to Financial Statements - Balance Sheet: Working Capital
- Introduction to Financial Statements - Financial Statement Analysis
- Introduction to Financial Statements - Income Statement
- Introduction to Financial Statements - Income Statement: Expenses
- Introduction to Financial Statements - Income Statement: Sales
- Introduction to Financial Statements - Introduction to Financial Statements
- Introduction to Financial Statements - What is an Annual Report?
- Introduction to Operational Risk
- Introduction to Personal Finance
- Inventory Accounting
- IRS 1099: 2018 Update
- Journey to Lean
- Key Risk Indicators
- Leases and Off-Balance-Sheet Debt
- Legal Risk and Taxation Rules
- Lending Laws
- Life Insurance
- Linking Risk and Return to Business
- Liquidity Risk
- Loan Processing: Compliance
- Loan Processing: Taking the Application
- Loan Processing: The Decision
- Loan Processing: Underwriting
- Loan Processing: Verification
- Loss Data Collection Methodology
- Loss Reduction and Risk Avoidance
- Make More Money
- Management of Cash
- Management of Inventory
- Managing Inventory - Managing Inventory
- Managing Money
- Managing Spending
- Monitoring and Collecting Accounts Receivable
- Monte Carlo Simulation
- Municipal Bonds
- National Flood Insurance Program
- Negotiable Instruments and Endorsement
- Office of Foreign Assets Control
- Organizing Production
- Output and Costs
- Overview of Budgeting
- Overview of Risk Management
- Overview of Sarbanes-Oxley Act
- Overview of the Dodd-Frank Act
- Paying off Debt
- Payroll Tax Updates for 2019
- Personal Finance Insuring Your Future
- Personal Finance Investing Wisely
- Personal Finance Managing Healthcare Costs
- Personal Finance Purchasing a Car
- Personal Finance Purchasing a Home
- Personal Finance Understanding Taxes
- Petty Cash Accounting
- Preparation of Budgets
- Principles of Accounting - Cash vs Accrual
- Principles of Accounting - Common Accounting Terms
- Principles of Accounting - Fraud
- Principles of Accounting - Principles of Accounting
- Principles of Insurance
- Privacy Acts Regulations Policies
- Privacy Notices and Their Content
- Project Valuation Methods
- QuickBooks® 2011
- QuickBooks® 2012
- QuickBooks®: A 60 Minute Crash Course
- QuickBooks®: Payroll
- Reconciliation of Books
- Records Retention Guidelines for Financial Institutions
- Reform, Recovery and Enforcement Act of 1989
- Reg CC - Expedited Funds Availability Act
- Regulation BB
- Regulation DD
- Regulation E: Changes in July 2010
- Regulation E: Electronic Check Conversion (ECK)
- Regulation E: Electronic Terminal Receipts and Periodic Statements
- Regulation E: Error Resolution Procedures
- Regulation E: Issuances of Access Devices
- Regulation E: Overviews
- Regulation O
- Regulation W
- RESPA
- Responsibilities of the Teller
- Retirement Planning - Social Security
- Reviewing the Basics of Business Structures
- Right to Financial Privacy Act Part 1
- Right to Financial Privacy Act Part 2
- Risk Self-Assessment
- ROI: Calculating Internal Rate of Return
- ROI: Calculating Net Present Value
- ROI: Calculating the Payback Method
- Saving Money
- Stock Index Futures
- Supervisory Requirements
- Tax
- Tax Planning
- Taxation
- Teller Cash Handling
- The Fundamentals of Cash Flow Forecasting
- The Many Forms of Money
- The Triple Bottom Line
- Time Value of Money
- Transfer of Property
- Truth in Lending Act and Regulation Z
- Types of Check Fraud
- UCC Article 9 Update
- Understanding Bonds and their Values
- Understanding Credit
- Understanding Financial Information
- Understanding the Balance Sheet
- Understanding the Cash Flow Statement
- Understanding the Income Statement
- Underwriting and Claims
- Use and Understand Purchase Agreements
- Using ROA and ROE as Performance Indicators
- Value at Risk
- Various Types of Mutual Fund Products
- Vocabulary Challenge: Basics Accounting
- What is Money Laundering
- Yield Curve Analysis

## HUMAN RESOURCES

- 5 Strategies for Creating an Inclusive Work Environment
- 5 Ways To Engage Employees (plus one)
- 60 Secrets to Successful Employee Orientation
- 7 Steps to Better Written Policies and Procedures
- 90 Days 90 Ways
- A Drug-free Workplace for Construction
- A Drug-free Workplace for Health Care
- A Drug-free Workplace for Manufacturing
- A Drug-free Workplace for Transportation
- A Framework for Excellence
- A New Way to Train Employees
- A Six-Step Learning Cycle
- Achieving 100% Compliance of Policies and Procedures
- Active Shooter & Workplace Violence (Spanish)
- Age Discrimination Law and Cooperation
- Alcohol Abuse: 01. Training Responsibilities
- Alcohol Abuse: 02. Rules and Regulations
- Alcohol Abuse: 03. Who Should I Test?
- Alcohol Abuse: 04. How Do I Know if Someone is Impaired?
- Alcohol Abuse: 05. What Are the Testing Procedures?
- Alcohol Abuse: 06. What Happens if My Employee Fails an Alcohol Test?
- Alcohol Abuse: 07. What Happens if My Employee Refuses an Alcohol Test?
- Alcohol Abuse: 08. Record Keeping
- Alcohol Abuse: 09. Employee Training
- An Introduction to HIPAA
- Analyze Human Capital with HR Metrics
- Analyzing Pay Theories
- Anti-Harassment Training for Employees (California) (Spanish)
- Anti-Harassment Training for Employees (Illinois)
- Anti-Harassment Training for Supervisors (California) (Spanish)
- Anti-Harassment Training for Supervisors (Illinois)
- Anti-Harassment: Anti-Harassment for Everyone
- Anti-Harassment: Anti-Harassment for Managers

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- Anti-Harassment: Anti-Harassment in Review
- Anti-Harassment: History of Sexual Harassment
- Anti-Harassment: Investigating Complaints
- Anti-Harassment: Writing and Communicating an Anti-Harassment Policy
- Appropriate Interview Questions - Quick Reference
- Assembling Cross-Functional Teams
- Avoiding Wrongful Termination
- Background Screening and Investigations
- Bad Apples
- Becoming a "Learning Organization"
- Beginning Development for Training Programs
- Best HR Practices for Communicating with Remote Employees
- Best Practices for Transitioning Work from Your Office to the Kitchen Counter
- Best Practices in Policies and Procedures Beyond Training and Development
- Building Framework for the Development of Training Programs
- California Anti-Harassment: 01. History of Sexual Harassment
- California Anti-Harassment: 02. Anti-Harassment for Everyone
- California Anti-Harassment: 03. Anti-Harassment for Managers
- California Anti-Harassment: 04. Examples and Scenarios
- California Anti-Harassment: 05. Writing and Communicating an Anti-Harassment Policy
- California Anti-Harassment: 06. Investigating Complaints
- California Anti-Harassment: 07. Anti-Harassment in Review
- California Anti-Harassment: Summary of SB 396 Changes
- California Preventing Sexual Harassment for Employees
- California Preventing Workplace Harassment for Managers
- California Understanding Harassment: 01. Introduction to Understanding Harassment
- California Understanding Harassment: 02. Creating a Healthy Culture
- California Understanding Harassment: 03. Understanding Offenders
- California Understanding Harassment: 04. Understanding Targets
- California Understanding Harassment: 05. Warning Signs
- California Understanding Harassment: 06. Bystander Training
- California Understanding Harassment: 07. Understanding Harassment in Review
- Call Centers and Human Resource Management
- Can Pay Be Strategic
- Can You Request A Medical Exam for Employee on Intermittent FMLA Leave?
- Career Contentment
- Career Development Programs
- Choosing a Program Backbone
- Choosing an Interview Format and Considering Legal Issues
- Communicating in a Diverse World
- Completing the Framework for Developing Training Programs
- Conduct Effective Interviews and Hire the Right People
- Conduct Effective Witness Interviews
- Conduct Successful Online Meetings - April 2020 Recording
- Conduct the Interview
- Conducting a Performance Evaluation Conference and Revamping Evaluation
- Connecticut Sexual Harassment Training for Supervisors and Employees
- Create a Drug-Free Workplace
- Creating a Bully-Free Workplace: Employee Edition
- Creating a Bully-Free Workplace: Manager Edition
- Creating Effective Program Notes
- Creating Engagement Among Employees
- Criteria Categories and Linkages
- Culture of Civility: Creating a Harassment-Free Workplace (Connecticut)
- Current Labor Challenges and Labor Laws
- Dealing with Diversity
- Dealing with Drug and Alcohol Abuse for Managers and Supervisors (Spanish)
- Dealing With Performance Issues
- Deciding on a Pay System
- Delaware: Preventing Sexual Harassment for Employees
- Delaware: Preventing Sexual Harassment for Managers
- Delivering Training Masterfully
- Determine the Competencies Required
- Determining Internal and External Pay Factors
- Develop the List of Questions
- Developing a Compensation Package
- Developing Trainer Skills
- Dialogue - Now You're Talking! Communicating in a Diverse World (Spanish)
- Dialogue Among Generations
- Dialogue Between Genders
- Dialogue for Cultural Understanding
- Disability Discrimination and Accommodation for Managers
- Disclosing Protected Health Information and HIPAA
- Discrimination: The Protected Classes
- Diversity: Face to Face
- Do Respect
- Do you have to pay them?
- Document the Job Requirements
- Don't Forget Forgetting!
- Dos & Don'ts of Records Retention and Destruction
- Drugs and Alcohol at Work Protected?
- ECOA Reg - B
- Electronic Record Keeping for HR Professionals
- Eliminate the Confusion of FMLA
- Employee Engagement - Bad Deal or Real Deal?
- Employee Privacy
- Employing Workers with Disabilities - Beneficial to Business
- Engagement vs Interaction
- Establishing a System of Policies and Procedures
- Evaluating Training Programs: The Four Levels
- Exempt vs. Non-Exempt 2020: Finding and Fixing Misclassification Mistakes
- Exploring the Global Business Environment
- Exploring the Need for Labor Unions
- Fair Labor Standards Act (FLSA) for Employees
- Fair Labor Standards Act (FLSA) for Managers
- Fair Labor Standards Act: Updated May 2016
- Family and Medical Leave Act
- FAQ: Seasonal Employee Hours and Pay
- FCPA Anti-Corruption and Bribery
- Five Ways to Avoid a Discrimination Claim
- FLSA Rules, Regulations and Classification Standards 2020
- Follow-Up and Coaching
- Foreign Corrupt Practices Act (FCPA): Overview
- Foreign Corrupt Practices Act (FCPA): Overview (Spanish)
- Form W9: Payee Identification and Tax Determination
- Gender Identity: Changes Organizations are Making to Increase Awareness
- Gender Identity: Understanding Gender-Neutral Restrooms in the Workplace
- Gender Identity: What Does LGBTQIA+ Mean?
- Generation Z
- Get People to Take Your Training!
- Get Rid of Time-Off Ted, Attitude Alice and Slacker Sam
- Getting to Know the Generations
- Global Anti-Corruption: Preventing Bribery and Corruption
- Global Cultural Awareness
- Global Trends in Human Resource Management
- Handbook for Strategic HR
- Handling References
- Harassment Hurts: It's Personal (Spanish)
- Harassment Retaliation Action Plan
- Harmonizing Work, Family and Personal Life
- HIPAA Privacy and Security Basics
- HIPAA: 1. The Basics
- HIPAA: 2. What is HITECH?
- HIPAA: 3. HITECH - Understanding Business Associates
- HIPAA: 4. What is Protected Health Information?
- HIPAA: 5. The Privacy Rule - Authorization
- HIPAA: 6. The Privacy Rule - Disclosures
- HIPAA: 7. The Security Rule
- HIPAA: 8. Enforcement
- HIPAA: 9. Breaches
- HIPAA: 10. Penalties
- HIPAA: 11. General Disclosures - FAQ
- HIPAA: 12. Marketing - FAQ
- HIPAA: 13. Protection Against Violations - Risk Analysis
- HIPAA: 14. Protection Against Violations - Safeguards
- HIPAA: 15. Quick Learn for Employees
- HIPAA: 16. Consumer Rights

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- HIPAA: 17. Disclosure to Family and Friends
- HIPAA: 18. For Emergency Responders
- HIPAA: 19. GINA
- HIPAA: How Did We Get Here?
- HIPAA: What Health and Human Services Requires
- Hire Team-Oriented Employees
- Hiring Remotely: Interviewing Candidates
- Hiring Remotely: Recruiting Stellar Applicants
- Hiring Remotely: Virtually Onboarding New Hires
- Hostility, Harassment, and Workplace Headaches
- How Emotions Drive Decision-Making During a Crisis
- How to Avoid a Wrongful Termination Claim
- How to Avoid Discrimination Claims
- How to Clearly Communicate Employee Benefits
- How to Create a Hostile Work Environment
- How to Identify and Prevent Workplace Sexual Harassment
- How to Improve Your Engagement at Work
- How to Legally Terminate Employees on Leave
- How to Maintain a Drug-Free Workplace
- How to Pay Attention and Listen!
- How to Rollout Your Training Initiative Successfully
- How to Set Expectations for Remote Employees
- How to Strategically Measure Training Success
- How to Succeed as a One Person HR Department
- How to Succeed as a One Person HR Department - April 2020 Recording
- How to Write Comprehensive Policies and Procedures
- How Well Do You Know Your Employees?
- How Working Memory Works
- HR, Title VII Laws and Virtual Meetings
- HR: The Cornerstone of Successful Organizations
- Human Resources in Research and Practice
- Human Resources Law Update 2020
- I-9 & Immigration Law Compliance - Update 2019
- Ideas for Improving Engagement
- Ideocracy of an MTV Workplace
- Implementing Successful Training
- Improving Your Team's Employee Engagement
- Insights to Better Mentoring
- Internal Investigations and Confidentiality
- Interviewing Tips
- Introduction to Compensation and Benefits
- Introduction to Managing Employee Performance
- Introduction to Performance Appraisals and Appraisal Systems
- Introduction to Performance Excellence
- Laws Relating to Pay
- Leading Business in Times of Crisis
- Leading HR
- Legal Aspects of Interviewing and Hiring
- Legally Terminate Employees: 10 Critical Things You Must Know
- Looking at Employment Contracts
- Maine Sexual Harassment Training for Employees
- Maine Sexual Harassment Training for Managers
- Managing Cognitive Load
- Managing Employee Performance: A Look at Influences and Discipline
- Managing Four Generations in the Workplace
- Managing Harmony (Spanish)
- Managing Substance Abuse in the Workplace: Employee Edition
- Managing Substance Abuse in the Workplace: Manager Edition
- Managing Workplace Bullying
- Matching Applicants with Job Specifications and Conducting Interviews
- Measuring Employee Engagement
- Media Options and Learning
- Medical Marijuana in the Workplace
- Memory Fix Teaching
- Military FMLA
- More Methods for Training Delivery
- Multi-Purposed Learning
- New York Preventing Sexual Harassment for Employees
- New York Preventing Sexual Harassment for Managers
- New York State Anti-Harassment Introduction
- New York State Anti-Harassment Scenarios
- No FEAR Act
- Onboarding Tools
- Onboarding: Best Practices
- Onboarding: Orientations
- Onboarding: The Power of Day One
- Onboarding: Transmitting Culture
- Onboarding: Why You Should Care
- Opening the Right Doors (Spanish)
- Orientation: Where Do We Go From Here?
- Overcome Training Barriers and Get Great Usage
- Overcoming Cross-Functional Obstacles
- Overcoming Unconscious Bias
- Pay Types and Considerations
- Powerful Practices for Legally Recruiting and Hiring
- Pregnancy Discrimination Act
- Prejudice and Discrimination
- Prevent Harassment Claims: Know the Warning Signs
- Prevent Harassment Claims: Write and Communicate Your Policy
- Preventing Employment Discrimination: Campus Edition
- Preventing Harassment & Bullying in the Workplace
- Preventing Harassment in Industry
- Preventing Harassment in Industry (Spanish)
- Preventing Harassment in the Office (Spanish)
- Preventing Sexual Harassment for Employees (Spanish)
- Preventing Sexual Harassment for Managers
- Preventing Sexual Harassment... for Employees
- Preventing Sexual Harassment... for Managers and Supervisors
- Preventing Sexual Harassment: A Leader's Perspective
- Preventing Sexual Harassment: An Employee's Perspective
- Preventing Unlawful Retaliation in the Workplace
- Preventing Workplace Harassment for Employees
- Preventing Workplace Harassment for Managers
- Preventing Workplace Harassment: A Leader's Perspective
- Preventing Workplace Violence
- Preventing Workplace Violence: A Leader's Perspective
- Preventing Workplace Violence: An Employee's Perspective
- Primary Threats to Performance Excellence
- Providing Government-Mandated Benefits
- Psychology of the Hiring Process
- Quantify Performance Goals if Possible
- Realities of Attention
- Recognizing the Signs of Substance Abuse in the Workplace
- Recruiting 101
- Recruiting, Interviewing, Selecting & Orienting New Employees
- Research Your Research
- Respect and Fair Treatment: Preventing Harassment and Bullying - Section 1
- Respect and Fair Treatment: Preventing Harassment and Bullying - Section 2
- Respect and Fair Treatment: Preventing Harassment and Bullying - Section 3
- Respect and Fair Treatment: Preventing Harassment and Bullying - Section 4
- Respect and Fair Treatment: Preventing Harassment and Bullying - Section 5
- Respect and Fair Treatment: Preventing Harassment and Bullying - Section 6
- Responding to Suspected Human Trafficking
- Retaining Distressed Employees
- Retaliation
- Role of "Seductive Content" (No, not that!)
- Rules for Discussing Politics at Work
- See, Know and Do Goals
- Self Evaluation and Common Pitfalls in Performance Appraisals
- Should We Pay Interns?
- Signs of Labor Trafficking
- Signs of Sex Trafficking and Child Exploitation
- Six Sigma: Six Sigma and Lean
- Six Sigma: Six Sigma Basics
- Social Media Privacy and Security in the Medical Profession
- Speed Up Training "Time to Market"
- Staying Out of Trouble
- Stereotyping and Diversity
- Stop Bullying at Work
- Substance Abuse Toolkit: Workplace Substance Abuse
- Substance Abuse: 01. Training Responsibilities
- Substance Abuse: 02. Rules and Regulations
- Substance Abuse: 03. Who Should I Test?
- Substance Abuse: 04. How Do I Know if Someone is Impaired?
- Substance Abuse: 05. What Are the Testing Procedures?
- Substance Abuse: 06. What Happens if My Employee Fails a Drug Test?
- Substance Abuse: 07. What Happens if My Employee Refuses a Drug Test?
- Substance Abuse: 08. Record Keeping
- Substance Abuse: 09. Employee Training

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- Substance Abuse: Addressing Abuse
  - Successful Employee Onboarding
  - Support for the Home Office: Strategies for Communicating and Assisting Employees during the COVID-19 Quarantine
  - Survey Says: Why People Leave Their Jobs
  - The Baby Boomers
  - The Case for e-Learning
  - The Collective Bargaining Process
  - The Complete Reference Checking Handbook
  - The Employee Engagement Continuum
  - The Fine Line of Employee Privacy
  - The Five Whys
  - The Four Stages of Employee Training
  - The Gen Xers
  - The Millennials
  - The Minimum Requirements for HIPAA Compliance
  - The Role of Human Resources Post COVID-19, Navigating the New Normal
  - The Traditionalists
  - The Value of Diversity
  - The Value of Diversity (French)
  - The Value of Diversity (French-Canadian)
  - The Value of Diversity (Spanish)
  - The What and Why of Employee Engagement
  - Three-Level Content Strategy Model
  - Time to Consider a Flexible Workplace?
  - Tips for a Successful Home Office with Kids in the House
  - Today's Training Challenges
  - Training as a Promotion Qualifier
  - Training Delivery Methods
  - Training Payback vs. ROI
  - Training Process vs Programs
  - Transferring Skills to the Next Generation
  - Travel Pay and FLSA Compliance 2020
  - Trouble at Work
  - True Costs of Training
  - Types of Professional Training for Employees
  - Types of Training for Employees
  - Understanding and Investigating Performance Issues
  - Understanding Employment Discrimination: Employee Edition
  - Understanding Harassment: Bystander Training
  - Understanding Harassment: Healthy Culture
  - Understanding Harassment: Introduction to Understanding Harassment
  - Understanding Harassment: Understanding Harassment in Review
  - Understanding Harassment: Understanding Offenders
  - Understanding Harassment: Understanding Targets
  - Understanding Harassment: Warning Signs
  - Understanding Sexual Harassment
  - Understanding the Emergency Paid Sick Leave Act, as part of the Families First Coronavirus Response Act (FFCRA)
  - Understanding the Fair Labor Standards Act: Part 1
  - Understanding the Fair Labor Standards Act: Part 2
  - Understanding the Family and Medical Leave Act for Managers
  - Understanding the Family Medical Leave Act and the Emergency Paid Sick Leave Act
  - Understanding Unlawful Workplace Harassment
  - Values for Excellence
  - Valuing Diversity
  - Valuing Diversity in the Workplace
  - Valuing Diversity in the Workplace (French)
  - Valuing Diversity in the Workplace (French-Canadian)
  - Valuing Diversity in the Workplace (Spanish)
  - Village of 100, 3rd Edition (Spanish)
  - Village of 100, 4th Edition
  - Wage & Hour Basics
  - Weathering Storms
  - What Is Human Trafficking?
  - What is New Employee Onboarding?
  - Who Are Customers of Training?
  - Workers Comp Exam
  - Working Well with Everyone: What is Diversity?
  - Working with Different Generations
  - Workplace Bullying
  - Workplace Bullying - California
  - Workplace Counselling
  - Workplace Discrimination and Harassment Infographic
- ### INDUSTRY SPECIFIC
- Auto Loans
  - Bank Assets
  - Bank Bribery Act
  - Bank Financing for Beginners
  - Bank of Secrecy for Management and Operations: Putting the Pieces Together
  - Bank of Secrecy for Management and Operations: True Stories of Money Laundering
  - Bank Regulations
  - Bank Secrecy Basics: Better Safe Than Sorry
  - Bank Secrecy Basics: Manipulating the System
  - Bank Secrecy Basics: So What's the Big Deal?
  - Bank Secrecy Basics: Structuring and Layering and Integration, Oh My!
  - Bank Secrecy Basics: What is Money Laundering?
  - Bank Secrecy for Frontline Employees: The Customer is Always Right Except When They Aren't
  - Bank Secrecy for Frontline Employees: The List
  - Bank Secrecy for Frontline Employees: What Do You Do with \$10,000 in Cash?
  - Bank Secrecy for Frontline Employees: What SAR? I Don't Know Anything About an SAR.
  - Bank Secrecy for Frontline Employees: Who is a Customer and How Do You Prove It?
  - Bank Secrecy for Frontline Employees: Why Are You So Suspicious?
  - Bank Secrecy for Management and Operations: 120 Hours and Counting
  - Bank Secrecy for Management and Operations: Banking the UnBanked
  - Bank Secrecy for Management and Operations: Cash-less Money Laundering
  - Bank Secrecy for Management and Operations: Exceptions to the Rule
  - Bank Secrecy for Management and Operations: Giving More Than 100%
  - Bank Secrecy for Management and Operations: Red Flags Ahead
  - Banking 101
  - Banks
  - Basics of Accounting
  - Before School Starts: Things To Do
  - Campus Aware: Sexual Violence Prevention
  - Case Studies - Barings Bank
  - Chronic Disease Management
  - Click Here to Order
  - Commercial Lending
  - Credit and Economic Growth
  - Credit Card Operations
  - Credit Risk Management
  - Credit Union and Banks: The Differences
  - Customer Service in Government Agencies
  - Dealing with Difficult Patients
  - Effective Email & Memo Writing for Paralegals
  - Electronic Banking
  - Emerging Diseases: Prions and Viruses
  - Entrepreneur Skills
  - Final Statements of Accounts of Banks
  - Financial Analysis for Lending
  - Government and Markets
  - Government Project Management
  - Government Transitions
  - Government's Place in the Market
  - Growing a Franchise
  - Handling Complaints in the Medical Profession
  - HIPAA Privacy and Security Basics for Employees in the Healthcare Sector
  - How to Reduce Missed Medical Appointments
  - Improving Profitability in Tough Times
  - Internal Audit in Banks
  - Internal Control System
  - Introduction to Banking
  - Introduction to Bookkeeping and Accounting
  - Leadership in Government Agencies
  - Lending Against Real Estate
  - Loans and Advances
  - Medical Records and Patient Information Distribution
  - Mortgage Loans
  - Moving to a Paperless Office
  - Operational Risk Management
  - Paralegal Ethics
  - Paralegal Proofing
  - Paralegal Roles from Pleading to Judgment
  - Plain Language for Government
  - Practice of Bookkeeping in Banks
  - Preventing Employment Discrimination Federal Sector Managers and Supervisors
  - Preventing Unlawful Harassment for Colleges and Universities: Faculty/Manager Edition
  - Records Management in Government Agencies
  - Research Skills and Strategies for Paralegals
  - Resolving Government Customer Complaints on the Spot
  - Retailer Hot Buttons: Traffic
  - Retailer Hot Buttons: Transaction Size

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- Retailer Profitability Model (for Retailers): Frequency
  - Retailer Profitability Model (for Retailers): Introduction Frontline (Restaurant)
  - Retailer Profitability Model (for Retailers): Introduction Frontline (Retail)
  - Retailer Profitability Model (for Retailers): Items Per Customer
  - Retailer Profitability Model (for Retailers): Price Per Item
  - Retailer Profitability Model (for Retailers): Reach
  - Retailer Profitability Model: Part 1
  - Retailer Profitability Model: Part 2
  - Retailer Profitability Model: Part 3
  - Risk Management Principles
  - Self-Directed Work Teams in a Government Agency
  - Social Media in Government
  - Supervisors and External Auditors
  - Supervisory Self-Assessment
  - Taking Ideas into Business Reality
  - Talking Up Your Business
  - The Dream
  - The Power of Data in Government Agencies
  - The Small Business Guide to Government Contracts
  - The Value of Employee Ownership
  - Tuberculosis in the Healthcare Environment: How TB Spreads and Guidelines for Fighting It
  - Tuberculosis in the Healthcare Environment: Reducing Risk - Engineering Controls
  - Tuberculosis in the Healthcare Environment: Reducing Risk - Medical Surveillance
  - Tuberculosis in the Healthcare Environment: Reducing Risk - Wearing a Respirator
  - Tuberculosis in the Healthcare Environment: TB Risks in Healthcare Environments
  - Tuberculosis in the Healthcare Environment: The Resurgence of Tuberculosis
  - Tuberculosis in the Healthcare Environment: Working With and Treating Active TB
  - Unlawful Harassment for Colleges: Non-Managerial Employee Version
  - Who is your Customer?: I Can't Find This
  - Who is your Customer?: I'm Just Looking
  - Who is your Customer?: I'm on a Mission
  - Who is your Customer?: I'm With My Kids. Please Hurry.
  - Who is your Customer?: I've Got a Coupon for That
  - Who is your Customer?: I've Got Time and Money
  - Working Capital
  - Working in Retail: How to Give Exceptional Service
  - Working in Retail: How to Handle Feedback
  - Working in Retail: How to Stay Positive with Customers
  - Working in Retail: How to Upsell
  - Working in Retail: Managing Retail Employees
- IT**
- 12 Tips for Ensuring GDPR Compliance
  - Agile Software Development: An Introduction
  - Are You on the Software Police's Most Wanted List?
  - ASP.NET Core Using MVC, Part 1 of 6: Introduction
  - ASP.NET Core Using MVC, Part 2 of 6: Granite Project
  - ASP.NET Core Using MVC, Part 3 of 6: Products and Actions
  - ASP.NET Core Using MVC, Part 4 of 6: Homepage and Shopping Cart
  - ASP.NET Core Using MVC, Part 5 of 6: Users and Appointments Cart
  - ASP.NET Core Using MVC, Part 6 of 6: Advanced Topics
  - Authentication, Authorization and Accounting: Best Practices
  - Best Practices for Improving Data Quality
  - Big Data in the Enterprise: An Introduction
  - Big Data: Good for the Customer Not Just the Business
  - Big Iron in the House: The Role of the Mainframe Today
  - CASP (Part 1 of 9): Cryptography
  - CASP (Part 2 of 9): Network Security
  - CASP (Part 3 of 9): Enterprise Storage and Host Security
  - CASP (Part 4 of 9): Cloud Security
  - CASP (Part 5 of 9): Internet Communications Security
  - CASP (Part 6 of 9): Application Security
  - CASP (Part 7 of 9): Risk Management
  - CASP (Part 8 of 9): Incident Response
  - CASP (Part 9 of 9): Assessments
  - Certified Ethical Hacker (Part 1 of 8): Intro to Ethical Hacking
  - Certified Ethical Hacker (Part 2 of 8): Operating Systems and Hacking
  - Certified Ethical Hacker (Part 3 of 8): Threats and System Hacking
  - Certified Ethical Hacker (Part 4 of 8): Malware and Social Engineering
  - Certified Ethical Hacker (Part 5 of 8): Sessions and Web Servers
  - Certified Ethical Hacker (Part 6 of 8): Web Apps and SQL Injection
  - Certified Ethical Hacker (Part 7 of 8): Wireless Networks and Firewalls
  - Certified Ethical Hacker (Part 8 of 8): Cloud and Cryptography
  - Certified Information Security Manager (CISM) (Part 1 of 4): Governance
  - Certified Information Security Manager (CISM) (Part 2 of 4): Risk Management
  - Certified Information Security Manager (CISM) (Part 3 of 4): Security Program Development
  - Certified Information Security Manager (CISM) (Part 4 of 4): Incident Management
  - Certified Information Systems Security Professional (CISSP) (Part 1 of 9): Risk and Authentication
  - Certified Information Systems Security Professional (CISSP) (Part 2 of 9): Access and Security Models
  - Certified Information Systems Security Professional (CISSP) (Part 3 of 9): Cryptography and Operations
  - Certified Information Systems Security Professional (CISSP) (Part 4 of 9): Cryptography and Net Topologies
  - Certified Information Systems Security Professional (CISSP) (Part 5 of 9): Network Protocols and Wireless
  - Certified Information Systems Security Professional (CISSP) (Part 6 of 9): Security Architecture and Apps
  - Certified Information Systems Security Professional (CISSP) (Part 7 of 9): Malware and Business Continuity
  - Certified Information Systems Security Professional (CISSP) (Part 8 of 9): Incident Management
  - Certified Information Systems Security Professional (CISSP) (Part 9 of 9): Systems Professional
  - Cisco CCNP Implementing Cisco IP Routing, Part 1 of 4: Planning and EIGRP
  - Cisco CCNP Implementing Cisco IP Routing, Part 2 of 4: OSPF and Routing
  - Cisco CCNP Implementing Cisco IP Routing, Part 3 of 4: Paths and Filtering
  - Cisco CCNP Implementing Cisco IP Routing, Part 4 of 4: Branch Office and IPv6
  - Cisco IP Switched Networks (CCNP Switch), Part 1 of 7: Network Design
  - Cisco IP Switched Networks (CCNP Switch), Part 2 of 7: Campus Area Network
  - Cisco IP Switched Networks (CCNP Switch), Part 3 of 7: Spanning Tree
  - Cisco IP Switched Networks (CCNP Switch), Part 4 of 7: Inter VLAN-Routing
  - Cisco IP Switched Networks (CCNP Switch), Part 5 of 7: Advanced Switch Config Options
  - Cisco IP Switched Networks (CCNP Switch), Part 6 of 7: L3 First Hop Redundancy Protocol
  - Cisco IP Switched Networks (CCNP Switch), Part 7 of 7: Security
  - Cisco Troubleshooting and Maintaining (CCNP TSHOOT), Part 1 of 5: Complex Enterprise Networks
  - Cisco Troubleshooting and Maintaining (CCNP TSHOOT), Part 2 of 5: Apps and Switched Solutions
  - Cisco Troubleshooting and Maintaining (CCNP TSHOOT), Part 3 of 5: Routing and Addressing
  - Cisco Troubleshooting and Maintaining (CCNP TSHOOT), Part 4 of 5: Performance and Convergence
  - Cisco Troubleshooting and Maintaining (CCNP TSHOOT), Part 5 of 5: Security and Enterprise Networks
  - Cloud Computing: Trends, Strategies and Best Practices
  - Cloud Computing: Trends, Strategies, and Best Practices
  - CompTIA A+ Cert, (Part 1 of 13): Fundamentals
  - CompTIA A+ Cert, (Part 2 of 13): Best Practices
  - CompTIA A+ Cert, (Part 3 of 13): PC Components
  - CompTIA A+ Cert, (Part 4 of 13): Windows and Environments
  - CompTIA A+ Cert, (Part 5 of 13): Networking Technologies
  - CompTIA A+ Cert, (Part 6 of 13): SOHO, Mobile, and Printers
  - CompTIA A+ Cert, (Part 7 of 13): Security
  - CompTIA A+ Cert, (Part 8 of 13): Troubleshooting
  - CompTIA A+ Cert, (Part 9 of 13): PC Hardware
  - CompTIA A+ Cert, (Part 10 of 13): Computer Networking

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- CompTIA A+ Cert, (Part 11 of 13): Working with Mobile Devices
- CompTIA A+ Cert, (Part 12 of 13): Working with Operating Systems
- CompTIA A+ Cert, (Part 13 of 13): Network and PC Security
- CompTIA NET+ Cert (Part 1 of 17): Theory and Communications
- CompTIA NET+ Cert (Part 2 of 17): Media and Hardware
- CompTIA NET+ Cert (Part 3 of 17): Implementations and Models
- CompTIA NET+ Cert (Part 4 of 17): TCP/IP Addressing and Data
- CompTIA NET+ Cert (Part 5 of 17): TCP/IP Services
- CompTIA NET+ Cert (Part 6 of 17): LAN and WAN Infrastructure
- CompTIA NET+ Cert (Part 7 of 17): Remote Networking
- CompTIA NET+ Cert (Part 8 of 17): System Security
- CompTIA NET+ Cert (Part 9 of 17): Network Security
- CompTIA NET+ Cert (Part 10 of 17): Security Threats and Attacks
- CompTIA NET+ Cert (Part 11 of 17): Network Management
- CompTIA NET+ Cert (Part 12 of 17): Network Troubleshooting
- CompTIA NET+ Cert (Part 13 of 17): Network Architecture
- CompTIA NET+ Cert (Part 14 of 17): Network Operations
- CompTIA NET+ Cert (Part 15 of 17): Network Security
- CompTIA NET+ Cert (Part 16 of 17): Troubleshooting
- CompTIA NET+ Cert (Part 17 of 17): Industry Standards and Theory
- CompTIA NET+ Cert 007 Update (Part 1 of 5): Network Concepts
- CompTIA NET+ Cert 007 Update (Part 2 of 5): Infrastructure
- CompTIA NET+ Cert 007 Update (Part 3 of 5): Network Operations
- CompTIA NET+ Cert 007 Update (Part 4 of 5): Network Security
- CompTIA NET+ Cert 007 Update (Part 5 of 5): Network Troubleshooting
- CompTIA NET+ Cert 007 Update, Part 1 of 5: Network Concepts
- CompTIA NET+ Cert 007 Update, Part 2 of 5: Infrastructure
- CompTIA NET+ Cert 007 Update, Part 3 of 5: Network Operations
- CompTIA NET+ Cert 007 Update, Part 4 of 5: Network Security
- CompTIA NET+ Cert 007 Update, Part 5 of 5: Network Troubleshooting
- CompTIA Security+ (Part 1 of 9): Overview and Malware
- CompTIA Security+ (Part 2 of 9): Mobile Devices and Hardening
- CompTIA Security+ (Part 3 of 9): Virtualization and Secure Dev
- CompTIA Security+ (Part 4 of 9): Network Design and Cloud
- CompTIA Security+ (Part 5 of 9): Securing Networks
- CompTIA Security+ (Part 6 of 9): Physical Security and Access Control
- CompTIA Security+ (Part 7 of 9): Risk Assessment and Monitoring
- CompTIA Security+ (Part 8 of 9): Cryptography and PKI
- CompTIA Security+ (Part 9 of 9): Social Engineering and Wrap up
- Computing Securely in the Cloud
- Contract Renegotiation: What You Need to Know
- Converged Infrastructure: Benefits and Challenges
- Creating Effective SLAs For Cloud Computing Services
- Customer Engagement Today: A Revolutionary Approach
- Cyber Ethics: A Growing Business Challenge
- Cyber Security Awareness: A Few Words About Passwords
- Cyber Security Awareness: You Are the First Line of Defense (Part 1 of 6)
- Cyber Security Awareness: Understand Your Attacker (Part 2 of 6)
- Cyber Security Awareness: A Few Words About Passwords (Part 3 of 6)
- Cyber Security Awareness: Configuring Your Devices (Part 4 of 6)
- Cyber Security Awareness: How to Browse Safely (Part 5 of 6)
- Cyber Security Awareness: Avoiding Human Mistakes (Part 6 of 6)
- Cyber Security Basics
- Cybersecurity Crash Course: Cyberattacks
- Cybersecurity Crash Course: End-User Security Tips
- Cybersecurity Crash Course: Hackers
- Cybersecurity Toolkit: Cyberattacks
- Cybersecurity Toolkit: Phishing
- Defining Cybersecurity
- Due Diligence and Don't Be Sorry
- Effective Data Management
- Effective Network Security
- Energy Efficient Data Centers: Best Practices
- Enterprise Automation: What You Need to Know
- Enterprise Security Landscape
- Enterprise Security Update
- Extensible Business Reporting Language Part 1: An Introduction to XBRL
- Extensible Business Reporting Language Part 2: Taxonomy Building & Coding
- Extensible Business Reporting Language Part 3: Using XBRL with Spreadsheets and Other Systems
- Forensic Investigator (Part 1 of 10): Computer Forensic Basics
- Forensic Investigator (Part 2 of 10): The Investigation Process
- Forensic Investigator (Part 3 of 10): Hard Disks and File Systems
- Forensic Investigator (Part 4 of 10): Data and Anti-Forensics
- Forensic Investigator (Part 5 of 10): Operating System Forensics
- Forensic Investigator (Part 6 of 10): Malware Forensics
- Forensic Investigator (Part 7 of 10): Database Forensics
- Forensic Investigator (Part 8 of 10): Network and Email Forensics
- Forensic Investigator (Part 9 of 10): Cloud and Web Forensics
- Forensic Investigator (Part 10 of 10): Mobile and Reports
- GDPR
- HTML Basics
- HTML5: Advanced
- HTML5: Basic
- Insider Threats and Attacks: Detection and Prevention
- Insider Threats: Avoiding the Next Snowden
- Interconnecting Cisco Networking Devices (CCENT) (Part 1 of 4): Building a Network
- Interconnecting Cisco Networking Devices (CCENT) (Part 2 of 4): Internet Connectivity
- Interconnecting Cisco Networking Devices (CCENT) (Part 3 of 4): Network Device Security
- Interconnecting Cisco Networking Devices (CCENT) (Part 4 of 4): Medium Networks and IPv6
- Interconnecting Cisco Networking Devices (CCNA), Part 1 of 5: Scalable Networks
- Interconnecting Cisco Networking Devices (CCNA), Part 2 of 5: Troubleshoot Connectivity
- Interconnecting Cisco Networking Devices (CCNA), Part 3 of 5: Multi-Area Networks
- Interconnecting Cisco Networking Devices (CCNA), Part 4 of 5: Wide Area Networks
- Interconnecting Cisco Networking Devices (CCNA), Part 5 of 5: Network Device Management
- Introducing IoT: The Internet of Things
- Java EE (Part 1 of 8): Servlets and JSP Fundamentals
- Java EE (Part 2 of 8): Servlets, JSP, Security, and JS Faces
- Java EE (Part 3 of 8): EJB 3.0 and JPA
- Java EE (Part 4 of 8): EJB 3.0 in the Enterprise
- Java EE (Part 5 of 8): AJAX Fundamentals
- Java EE (Part 6 of 8): AJAX with DWR, DOJO, and Security
- Java EE (Part 7 of 8): JAX-WS Web Services
- Java EE (Part 8 of 8): JAX-WS Web Service Controls
- Java EE Programming: Ajax with Spring 3.0
- Java EE Programming: Hibernate
- Java EE Programming: Spring 3.0
- Java EE: Integrating Hibernate and Spring 3.0
- Java EE: Web Development Using Spring 3.0
- Java SE 9 (Part 1 of 14): Install and Introduction
- Java SE 9 (Part 2 of 14): IntelliJ and Operators
- Java SE 9 (Part 3 of 14): Classes and Objects
- Java SE 9 (Part 4 of 14): Composition and Arrays
- Java SE 9 (Part 5 of 14): Interfaces and Streams

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- Java SE 9 (Part 6 of 14): Swing and Flashcard Application
  - Java SE 9 (Part 7 of 14): Intro to Java FX
  - Java SE 9 (Part 8 of 14): Application Login
  - Java SE 9 (Part 9 of 14): Expressions, DB and Threads
  - Java SE 9 (Part 10 of 14): Project Setup and Login
  - Java SE 9 (Part 11 of 14): Errors and ListView
  - Java SE 9 (Part 12 of 14): Custom Lists and Updates
  - Java SE 9 (Part 13 of 14): Vaadin and HTTP Introduction
  - Java SE 9 (Part 14 of 14): Weather Application
  - JavaScript (Part 1 of 6): Fundamentals
  - JavaScript (Part 2 of 6): Objects, Arrays, and Expressions
  - JavaScript (Part 3 of 6): Functions
  - JavaScript (Part 4 of 6): Object Constructors
  - JavaScript (Part 5 of 6): Web
  - JavaScript (Part 6 of 6): Objects
  - Legacy Modernization - In a Budget Constrained Environment
  - Managing Supply Chain Risk
  - Microsoft Azure Services (Part 1 of 9): Overview and Storage
  - Microsoft Azure Services (Part 2 of 9): Network Services
  - Microsoft Azure Services (Part 3 of 9): Compute Services
  - Microsoft Azure Services (Part 4 of 9): Apps and Database
  - Microsoft Azure Services (Part 5 of 9): Big Data
  - Microsoft Azure Services (Part 6 of 9): Enterprise App Integration
  - Microsoft Azure Services (Part 7 of 9): Internet of Things
  - Microsoft Azure Services (Part 8 of 9): Security
  - Microsoft Azure Services (Part 9 of 9): Monitoring and Diagnostics
  - Microsoft® SharePoint® Designer 2007 Advanced
  - Microsoft® SharePoint® Designer 2007 Basic
  - Microsoft® SharePoint® Foundation 2010 Advanced
  - Microsoft® SharePoint® Foundation 2010 Basic
  - Mobile Application Management: An Introduction
  - Mobile Payments: Trends and Insights
  - Mobile Strategy for B2B - It's All About the Quality of the Visit
  - Modern Information Systems - IT Infrastructure: Part 1
  - Modern Information Systems - IT Infrastructure: Part 2
  - Optimize Your Website for MOBILE!
  - PCI DSS: What You Need to Know
  - Privileged User Accounts: Best Practices
  - Protecting Your Data with the CCPA
  - Protecting Your PC
  - Protecting Your PC: Daily Precautions
  - Red Teams: Securing the Enterprise
  - Rootkits: A Growing Security Threat
  - Scrum Master, Part 1 of 2: Waterfall to Agile
  - Scrum Master, Part 2 of 2: Artifacts and Sprints
  - Secure Document Sharing with Mobile Devices
  - Security Awareness Now! Phishing
  - Security Awareness Now! Phishing Plus
  - Security Awareness Now! Vishing & Smishing
  - Semantic Intelligence: The Enabler of Mobile Search and Advertising
  - Semantic Technologies: Enabling Next-Generation Web Advertising
  - Sharepoint® 2016 - Calendar
  - Sharepoint® 2016 - Discussion Board
  - Sharepoint® 2016 - Document Library - First Steps
  - Sharepoint® 2016 - Document Library - Set and Manage Alerts
  - Sharepoint® 2016 - Document Library - Understanding Versioning
  - Sharepoint® 2016 - First Steps
  - Sharepoint® 2016 - Introduction
  - Sharepoint® 2016 - Lists
  - Sharepoint® 2016 - Picture Library
  - Sharepoint® 2016 - Share a Site
  - Sharepoint® 2016 - Sync Libraries
  - Sharepoint® 2016 - Tasks
  - Social Engineering: What is Phishing and How Does it Work?
  - Social Engineering: What is Spear Phishing?
  - Social Engineering: What is Vishing and How Does it Work?
  - SQL Server 2014 (Part 1 of 9): A Tour of SQL Server
  - SQL Server 2014 (Part 2 of 9): Installing
  - SQL Server 2014 (Part 3 of 9): Working With Management Studio
  - SQL Server 2014 (Part 4 of 9): Designing and Creating a Database
  - SQL Server 2014 (Part 5 of 9): Security Basics
  - SQL Server 2014 (Part 6 of 9): Permissions and Data Protection
  - SQL Server 2014 (Part 7 of 9): Introduction to T-SQL
  - SQL Server 2014 (Part 8 of 9): T-SQL Select, Where, and Clauses
  - SQL Server 2014 (Part 9 of 9): T-SQL Working With Data
  - Staying Safe Online: Think Before You Click
  - Storage Optimization: An Introduction
  - Streamlining System Testing for Enterprise Releases
  - Survey Says: How to Identify Phishing Emails
  - Testing Methodologies and Improvements: Thinking Outside the Box
  - The Five Big Bang Theory of the Internet
  - The Role of Technology in Counter-Terrorism
  - Theft and the Protection of Data
  - User-Centered Design: Benefits, Challenges and Best Practices
  - Virtual Appliances: An Introduction
  - Virtual Teams: Strategies for Success
  - Virtualization: An Introduction
  - What Is the GDPR?
- MANAGEMENT & LEADERSHIP**
- 100 Ways to Motivate Others
  - 20 Reproducible Assessment Instruments for the New Work Culture
  - 25 Role Plays for Interview Training
  - 5 Excuses Managers Make to Avoid Terminating a Problem Employee
  - 5 Steps to an Employee Training and Engagement Plan
  - 8 Steps to Effective One-on-Ones
  - 8 Steps to Effective Team Meetings
  - A Coach's Guide to Embracing Leadership Styles
  - A Coach's Guide to Embracing Leadership Styles (French)
  - A Coach's Guide to Embracing Leadership Styles (French-Canadian)
  - A Coach's Guide to Embracing Leadership Styles (Spanish)
  - A Coach's Guide to Feedback
  - A Coach's Guide to Feedback (French)
  - A Coach's Guide to Feedback (French-Canadian)
  - A Coach's Guide to Feedback (Spanish)
  - A Manager's Guide to Virtual Teams
  - A Manager's Overview of the Family Medical Leave Act
  - A Motivator's Tool Kit
  - Accountability: 1 Simple Technique to Provide Useful Feedback
  - Accountability: 3-Step Formula to Setting Clear Expectations
  - Accountability: 4 Barriers to Building a Culture of Accountability
  - Accountability: Ask Better Questions - Get Better Answers
  - Accountability: The Secret to Help Your Team Get Better - Faster
  - Accountability: Turn Your Team Into Problem Solvers
  - Accountability: What is Accountability?
  - Accountability: What to Do When a Team Member Misses the Mark
  - Achieving Buy-In for Change: Part 1
  - Achieving Buy-In for Change: Part 2
  - Adapting Your Coaching Style
  - Adapting Your Coaching Style (French)
  - Adapting Your Coaching Style (French-Canadian)
  - Adapting Your Coaching Style (Spanish)
  - Adapting Your Coaching Style for Different Personalities
  - Addressing Workplace Dysfunctions: Understanding Dysfunctions (Part 1 of 4)
  - Addressing Workplace Dysfunctions: Identifying Organizational Dysfunctions (Part 2 of 4)
  - Addressing Workplace Dysfunctions: Recognizing Relationship Dysfunctions (Part 3 of 4)
  - Addressing Workplace Dysfunctions: Strategies for Resolving Relationship Dysfunctions (Part 4 of 4)
  - An Introduction to Coaching
  - An Introduction to Coaching (French)
  - An Introduction to Coaching (French-Canadian)
  - An Introduction to Coaching (Spanish)
  - An Introduction to Effective Leadership
  - An Introduction to Effective Leadership (French)
  - An Introduction to Effective Leadership (French-Canadian)
  - An Introduction to Effective Leadership (Spanish)

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- Analyzing Employee Performance: Can-Do, Will-Do Actions
- Analyzing Employee Performance: Can-Do, Will-Do Introduction
- Analyzing Employee Performance: Can-Do, Will-Do Questions and Tips
- Assertive Communication Skills for Managers
- Barriers to Communication Success, Part 1
- Barriers to Communication Success, Part 2
- Be an Interview Superstar
- Become a Followable Leader Final Exam
- Becoming a Great Leader: Building an Effective Leadership Team
- Becoming a Great Leader: Characteristics
- Becoming a Great Leader: Creating Followership
- Becoming a Great Leader: Developing Followers
- Becoming a Great Leader: Developing Yourself
- Becoming a Great Leader: Effective Delegation
- Becoming a Great Leader: Empowering Followers
- Becoming a Great Leader: Fundamentals
- Becoming a Great Leader: How to be a Follow-able Leader
- Becoming a Great Leader: How to Motivate Employees
- Becoming a Great Leader: Introduction
- Becoming a Great Leader: Leadership and Power
- Becoming a Great Leader: Motivational Leadership
- Becoming a Great Leader: Putting it All Together
- Becoming a Servant Leader
- Behavioral Based Interviewing
- Budget Management
- Budgeting Essentials - Budget Reporting
- Budgeting Essentials - Budgeting Expenses
- Budgeting Essentials - Budgeting Revenue
- Budgeting Essentials - What is Budgeting
- Budgeting Essentials - Zero Based Budgeting
- Build Your Team
- Building and Sustaining a Nimble Culture
- Building More Effective Organizations
- Building Profit Through Building People
- Building Stakeholders Relations and CSR
- Building Teamwork One Individual at a Time
- Change Management: After the Announcement
- Change Management: After the Announcement (French)
- Change Management: After the Announcement (French-Canadian)
- Change Management: After the Announcement (Spanish)
- Change Management: An Introduction
- Change Management: An Introduction (French)
- Change Management: An Introduction (French-Canadian)
- Change Management: An Introduction (Spanish)
- Change Management: Analysis
- Change Management: Analysis (French)
- Change Management: Analysis (French-Canadian)
- Change Management: Analysis (Spanish)
- Change Management: Creating Employee Excitement
- Change Management: Creating Employee Excitement (French)
- Change Management: Creating Employee Excitement (French-Canadian)
- Change Management: Creating Employee Excitement (Spanish)
- Change Management: Making the Announcement
- Change Management: Making the Announcement (French)
- Change Management: Making the Announcement (French-Canadian)
- Change Management: Making the Announcement (Spanish)
- Change Management: Preparing for Change
- Change Management: Preparing for Change (French)
- Change Management: Preparing for Change (French-Canadian)
- Change Management: Preparing for Change (Spanish)
- Change Management: The Phases of Change
- Change Management: The Phases of Change (French)
- Change Management: The Phases of Change (French-Canadian)
- Change Management: The Phases of Change (Spanish)
- Change Management: Working Through the Change
- Change Management: Working Through the Change (French)
- Change Management: Working Through the Change (French-Canadian)
- Change Management: Working Through the Change (Spanish)
- Changing Organizational Culture
- Changing the Culture of Your Organization
- Choosing the Best Person for the Task
- Choosing the Right CRM Software
- Coaching Basics
- Coaching for Better Performance
- Coaching High Achievers
- Coaching Skills: Beyond Basic Supervision
- Coaching Skills: Captain
- Coaching Skills: Contributor
- Coaching Skills: Introduction
- Coaching Skills: Key Player
- Coaching Skills: Rookie
- Coaching Skills: The Coaching Conversation
- Coaching with a Process
- Coaching with a Process (French)
- Coaching with a Process (French-Canadian)
- Coaching with a Process (Spanish)
- Compassionate Leadership: Trusting Others
- Completing the Effectance Motivation Questionnaire
- Concept Evaluation: Identifying Opportunities
- Concerned Conversations
- Conducting a Performance Review with a Poor Performer
- Conducting a Performance Review with a Poor Performer (French)
- Conducting a Performance Review with a Poor Performer (French-Canadian)
- Conducting a Performance Review with a Poor Performer (Spanish)
- Connecting with Remote Employees
- Connections
- Contingency Planning Worksheet
- Controlling Leadership Versus Servant Leadership
- Coping with Change: Change for Managers
- Creating a More Motivating Experience
- Creating a Motivating Experience: Understanding Motivation (Part 1 of 5)
- Creating a Motivating Experience: Seven Ways to Help Motivate Others (Part 2 of 5)
- Creating a Motivating Experience: Nine Tips for Self-Motivation (Part 3 of 5)
- Creating a Motivating Experience: Maximizing Workplace Motivation (Part 4 of 5)
- Creating a Motivating Experience: What Demotivates People at Work (Part 5 of 5)
- Creating an Incredible Company Culture: Embracing the Natural Speed of Change
- Creating an Incredible Company Culture: Encouraging Appropriate Risk-Taking
- Creating an Incredible Company Culture: How to Deliver Effective Constructive Criticism
- Creating an Incredible Company Culture: The Importance of Listening to Others
- Creating and Maintaining a Successful Organizational Culture
- Creating and Maintaining the Culture of Your Organization
- Creating Focus During Change
- Creating Workforce Agility
- Creative Ways to Reward and Motivate Employees
- Creativity: 06. Staying Creative
- Criticism & Discipline Skills for Managers and Supervisors
- Cutting Edge Communication: Creating a No-Blame Culture
- Cutting Edge Communication: Handling Tricky Appraisals
- Cutting Edge Communication: Sharing Feedback
- Dealing with Resistance
- Delegation: Delegation Audit (Apply It Tool)
- Delegation: Eight Obstacles to Delegation (Interactive Infographic)
- Delegation: Introduction to Delegation
- Delegation: Making Sure the Work Gets Done
- Delegation: Preparing Your Team for Delegation
- Delegation: Task Assignment Checklist (pdf/word job aid)
- Delegation: The Five-Step Delegation Process
- Demystifying Management
- Developing B-Players Into Top Performers (Part 1 of 6): The Great Overlooked Opportunity
- Developing B-Players Into Top Performers (Part 2 of 6): Identifying Potential A-Players
- Developing B-Players Into Top Performers (Part 3 of 6): Building Aspiration in B-Players
- Developing B-Players Into Top Performers (Part 4 of 6): Organizational Examination Comes First
- Developing B-Players Into Top Performers (Part 5 of 6): Leveraging the Talents of B-Players

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- Developing B-Players Into Top Performers (Part 6 of 6): How to Build More A-Players
- Developing Management Skills
- Developing Remote Employees
- Discipline Crash Course: Disciplinary Discussions
- Discipline Crash Course: Discipline at Work
- Discipline Crash Course: Preparing to Act
- Discipline Crash Course: Progressive Discipline
- Dodos and Coyotes - Only the Nimble Survive
- Driving Agility: Constant Contact
- Driving Agility: Drivers of Innovation
- Driving Agility: Driving Agility
- Driving Agility: Inside Influences
- Driving Agility: Replacement Thinking
- Driving Agility: The 3 R's
- Driving Agility: The Moment
- Driving Agility: The Question
- Driving Agility: What's Next
- Driving Agility: Yellow Gold
- Effectance Motivation Fundamentals
- Effective Communication for Remote Workers
- Effective Delegation Skills
- Effective Emergency Management & Disaster Planning
- Effective Feedback
- Effective Global Program Management for IT
- Effective Negotiation Tactics for Supervisors
- Effective Performance Reviews
- Elite!
- Embedding Organizational Culture
- Employee Discipline for Managers and Supervisors
- Employee Recognition
- Employee Retention (Part 1 of 7): Building a High-Performance Work System
- Employee Retention (Part 2 of 7): Costs and Causes of Employee Turnover
- Employee Retention (Part 3 of 7): Compiling Employee Satisfaction Data
- Employee Retention (Part 4 of 7): Essential Factors
- Employee Retention (Part 5 of 7): Pay for Performance Plans
- Employee Retention (Part 6 of 7): Promoting Work-Life Balance
- Employee Retention (Part 7 of 7): Advanced Strategies
- Enhancing Productivity With Remote Workers: How to Be a Productive Remote Worker
- Enhancing Productivity With Remote Workers: Managing Remote Teams
- Enhancing Productivity With Remote Workers: Managing Remote Workers
- Ergonomics for Managers
- Ethics: A Manager's Perspective
- Facilities Management
- Feedback That Works
- Field Tested
- Flexing Your Coaching Approach
- Four Things All New Supervisors Must Remember: E.X.A.L.T.
- Four Things All New Supervisors Must Remember: L.E.A.R.N.
- Four Things All New Supervisors Must Remember: S.H.A.K.E.
- Four Things All New Supervisors Must Remember: S.U.P.E.R.
- Fred Pryor on Leadership
- Generational Differences
- Generational Differences (French)
- Generational Differences (French-Canadian)
- Generational Differences (Spanish)
- Generations at Work
- Goal Theory
- Going from Coworker to Boss
- Going From Coworker to Boss (French)
- Going From Coworker to Boss (French-Canadian)
- Going From Coworker to Boss (Spanish)
- Group Decision Making
- Hallmarks of a Motivating Experience
- Helping Employees Use Their Time Wisely
- Helping Others Solve Problems
- Hiring Remote Employees
- How People Get Their Kicks
- How Perceptions and Expectations Affect Motivation
- How to Ace Your First Day as a Supervisor
- How to Avoid the Most Common Mistakes New Managers Make
- How to Bargain Better with Vendors and Suppliers
- How to Deal with Employee Complaints and Concerns
- How to Handle the Management Problems of a Technical Specialist
- How to Manage, Train and Motivate the Change-Resistant Employee
- How to Read, Interpret and Troubleshoot Contracts
- How to Retain Your Best and Brightest Employees
- How to Supervise Bad Attitudes & Negative Behaviors
- How to Supervise Off-Site Employees
- How to Understand and Administer a Budget
- Identifying the Culture of Your Organization
- Implementing the Strategic Plan
- Influencing
- Intellectual Property
- Introduction to Discipline
- Introduction to Managing Remote Employees
- Introduction to Working Remotely
- Introverts and Extroverts: Introduction
- Introverts and Extroverts: Managing Extroverts
- Introverts and Extroverts: Managing Introverts
- Job Rotation, Motivation and Morale
- Leaders Learning: How Not to Manage
- Leader's Toolbox: The Change Environment
- Leaders Working with Leaders: Building Your Team
- Leaders Working with Leaders: Building Your Team (French)
- Leaders Working with Leaders: Building Your Team (French-Canadian)
- Leaders Working with Leaders: Building Your Team (Spanish)
- Leadership & Engagement - A Correlation?
- Leadership and Delegation: Can You Do It All? (Part 1 of 6)
- Leadership and Delegation: How to Delegate Work (Part 2 of 6)
- Leadership and Delegation: Levels of Freedom (Part 3 of 6)
- Leadership and Delegation: Delegating Authority (Part 4 of 6)
- Leadership and Delegation: Accountability in Delegation (Part 5 of 6)
- Leadership and Delegation: Your Delegation Toolkit (Part 6 of 6)
- Leadership and Empowerment: Engagement, Delegation, and Empowerment (Part 1 of 6)
- Leadership and Empowerment: Common Empowerment Misconceptions (Part 2 of 6)
- Leadership and Empowerment: Understanding Empowerment (Part 3 of 6)
- Leadership and Empowerment: Preparing for Empowerment in Your Organization (Part 4 of 6)
- Leadership and Empowerment: How to Implement Empowerment (Part 5 of 6)
- Leadership and Empowerment: Why Empowerment Fails (Part 6 of 6)
- Leadership and Problem Solving
- Leadership and Vision, Mission, and Values: Determining Vision Statements (Part 1 of 5)
- Leadership and Vision, Mission, and Values: Understanding Mission Statements (Part 2 of 5)
- Leadership and Vision, Mission, and Values: Choosing Organizational Values (Part 3 of 5)
- Leadership and Vision, Mission, and Values: The Differences Among Vision, Mission, and Values Statements (Part 4 of 5)
- Leadership and Vision, Mission, and Values: Writing Vision, Mission, and Values Statements (Part 5 of 5)
- Leadership Fundamentals for Success Final Exam
- Leadership of a Diverse Group
- Leadership vs. Management
- Leadership: Giving Non-Cash Recognition
- Leading a Diverse Workforce
- Leading a High-Performance Team
- Leading a Team: 01. Leading a Team
- Leading a Team: 02. Team Building and the Tuckman Model
- Lean: Common Tools
- Lean: Excellence through Lean Six Sigma
- Lean: Introduction to 5S
- Lean: Principles
- Lean: The Basics
- Learn to Lead: Coaching to Promote Performance
- Learn to Lead: Collaboration - The Key to Successful Solutions
- Learn to Lead: Creative Collaborating
- Learn to Lead: How to Lead When Things Go Sideways
- Learn to Lead: Motivation Mission
- Learn to Lead: Three Tips for Motivating Leadership
- Learn to Lead: You Got This! Make Decisions With Confidence
- Learning to Lead Final Exam
- Logistics Operations and Management
- Love 'em or Lose 'em
- Make Effective Decisions
- Making a Plan that Works

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- Manage Diversity and Grow
- Manage Diversity and Grow (French)
- Manage Diversity and Grow (French-Canadian)
- Manage Diversity and Grow (Spanish)
- Management Skills - What Does it Take?
- Managers as Mentors
- Manager's Guide to Employee Performance Improvement
- Manager's Guide to the Americans with Disabilities Act
- Manager's Toolbox: Background Checks
- Manager's Toolbox: Battling a Toxic Environment
- Manager's Toolbox: Battling a Toxic Environment (French)
- Manager's Toolbox: Battling a Toxic Environment (French-Canadian)
- Manager's Toolbox: Battling a Toxic Environment (Spanish)
- Manager's Toolbox: Building an Engaged Organization
- Manager's Toolbox: Building an Engaged Team
- Manager's Toolbox: Building an Engaged Team (French)
- Manager's Toolbox: Building an Engaged Team (French-Canadian)
- Manager's Toolbox: Building an Engaged Team (Spanish)
- Manager's Toolbox: Employee Termination Checklist
- Manager's Toolbox: Interviewing Checklist
- Manager's Toolbox: Modeling Engagement Behaviors
- Manager's Toolbox: Modeling Engagement Behaviors (French)
- Manager's Toolbox: Modeling Engagement Behaviors (French-Canadian)
- Manager's Toolbox: Modeling Engagement Behaviors (Spanish)
- Manager's Toolbox: The Power of Positive Language
- Manager's Toolbox: The Power of Positive Language (French)
- Manager's Toolbox: The Power of Positive Language (French-Canadian)
- Manager's Toolbox: The Power of Positive Language (Spanish)
- Manager's Toolbox: Time Management and Your Team
- Manager's Toolbox: Time Management and Your Team (French)
- Manager's Toolbox: Time Management and Your Team (French-Canadian)
- Manager's Toolbox: Time Management and Your Team (Spanish)
- Manager's Toolbox: Understanding Employee Privacy
- Managers, Not MBAs
- Managing an Age Diverse Workforce
- Managing Boundaries
- Managing Challenging Clients
- Managing Conflict: A Collaborative Approach
- Managing Different Generations
- Managing for Accountability
- Managing Human Resources for the Millennial Generation
- Managing Knock Your Socks off Service
- Managing Negativity
- Managing People in a Downturn
- Managing People Offsite
- Managing Remote Employees
- Managing Risk: Criminal Awareness
- Managing Risk: Decision Making
- Managing Risk: Employee Health
- Managing Risk: Financial Basics
- Managing Risk: Preventive Maintenance
- Managing Risk: Reputation Management
- Managing Risk: Safety
- Managing Teams within an Organization
- Managing the Grapevine
- Managing Up: The Art of Managing Your Manager
- Managing Virtual Teams: Techniques and Best Practices
- Marketing the Culture of Your Organization
- Maslow's Theory of Motivation
- Maximizing Employee Performance
- Maximizing the Benefits of Your Organization's Structure
- Maximizing the Effectance Experience
- Meal & Rest Break Training: CA Manager & Supervisors
- Measuring for Success
- Meeting the Delegation Challenge
- Mentoring: Creating a Successful Mentoring Relationship
- Mentoring: How to Create a Mentoring Program
- Mentoring: How to Match Mentors and Mentees
- Mentoring: Making a Mentoring Agreement
- Mentoring: Mentoring Meeting Guidelines
- Mentoring: The What and the Why
- Mentoring: What is a Mentoring Program
- Mergers, Acquisitions & Divestments
- Mistakes Leaders Make: Eight Signs of a Dysfunctional Organization
- Mistakes Leaders Make: Fixing the Dysfunction
- Mistakes Leaders Make: Impedership
- Mistakes Leaders Make: Six Wrong Ways to Manage
- Motivating and Retaining the Teenage Worker
- Motivating Employees: Appraising Performance
- Motivating Employees: Creating an Inspiring Workplace
- Motivating Employees: Designing Satisfying Jobs
- Motivating Employees: Part 1
- Motivating Employees: Part 2
- Motivating Employees: Rewarding Performance
- Motivating Your People and Being a Positive Role Model
- Motivation
- Motivation and Job Performance
- Motivation: Ethical Strategies
- Moving from Technical Professional to Manager
- Negotiating With Suppliers
- Next Generation Talent Management
- No Magic Bullet
- On Selecting, Developing and Managing Talent
- Onboarding Remote Employees
- Open-Book Management (Part 1 of 4): The Missing Link
- Open-Book Management (Part 2 of 4): Addressing Your Fears
- Open-Book Management (Part 3 of 4): Key Elements
- Open-Book Management (Part 4 of 4): Tips for Implementation
- Operational Plans: Budgets
- Operational Plans: The Single Use Plan
- Operational Plans: The Standing Plan
- Operations Management for Service Providers
- Operations Management in Manufacturing
- Operations Rules
- Organization for Efficiency
- Organizational Behavior
- Organizational Communication
- Organizational Learning
- Organizational Skills
- Overcoming Resistance When Coaching
- People People
- Performance Excellence: Cost
- Performance Excellence: Introduction
- Performance Excellence: Requirements
- Performance Excellence: Roadblocks
- Performance Excellence: Terms
- Performance Excellence: Why
- Performance Gaps: A Diagram for Success: Find the Right Solution to Improve Performance
- Performance Gaps: Got Gaps? Discover the Real Reason for Performance Gaps
- Performance Gaps: Setting Clear Expectations: What You Say & What They Hear
- Performance Gaps: Solve Performance Gaps: When They Can't Do It
- Performance Gaps: Solve Performance Gaps: When They Won't Do It
- Performance Gaps: Test Your Skills: Tackle Performance Gaps Head-On
- Performance Gaps: Uncover What You Don't Know About Your Team's Performance Gaps
- Performance Intervention Maps
- Performance Management: A Manager's Responsibility
- Performance Management: Setting SMART Goals
- Performance Reviews with Less Stress and Better Results
- Performance Reviews: 7 Steps to Prepare
- Placing a Product: Creating Value With Supply Chains
- Placing a Product: Exploring Distribution
- Positioned
- Preparing for Your PCI Audit
- Preventing Age Discrimination for Managers and Supervisors
- Preventing Employment Discrimination for Managers and Supervisors
- Preventing Unlawful Workplace Harassment in Federal Agencies - Manager Edition
- Pricing a Product
- Principles of Planning
- Product Development and Patents
- Productive Performance Appraisals

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- Productivity Through Praise
- Progressive Discipline
- Project Management for Non-Project Managers
- Proper Introductions: Virtual Introductions
- Providing Feedback
- Put On Your Manager's Hat
- Put the Moose on the Table
- Put Your Business on Autopilot
- Recruiting Crash Course: Be an Effective Interviewer
- Recruiting Crash Course: Job Postings
- Recruiting Crash Course: Legal Pitfalls in Recruiting
- Recruiting Crash Course: Sourcing Applicants
- Recruiting Crash Course: The Recruitment Process
- Religious Discrimination and Accommodation for Managers and Supervisors
- Return on Investment (ROI) Basics
- Risk
- Risk Management Basics: Defining Hazards
- Risk Management Basics: Embedding Processes
- Risk Management Basics: Healthy Risk Culture
- Risk Management Basics: Identifying Risk
- Risk Management Basics: Risk Assessment
- Risk Management Basics: Risk Management Techniques
- ROI at Work
- S.M.A.R.T. Goals
- Sense and Respond
- Servant Leadership 101
- Service is Front Stage
- Six Sigma: A Method for Eliminating Defects
- Six Sigma: Belt Certification
- Six Sigma: Design for Six Sigma
- Six Sigma: Introduction
- Six Sigma: Process Control
- Six Sigma: Six Sigma and Kaizen
- Six Sigma: The DMAIC Method
- Six Sigma: The Five Whys Technique
- Six Sigma: Variation and the 6Ms
- Solving the Compensation Puzzle
- Staffing to Support Business Strategy
- Staying Positive
- Strategic Customer Management
- Strategic Planning for Long-Term Success (Part 1 of 4): Vision
- Strategic Planning for Long-Term Success (Part 2 of 4): Self-Assessment
- Strategic Planning for Long-Term Success (Part 3 of 4): Process
- Strategic Planning for Long-Term Success (Part 4 of 4): Meeting Tips
- Strategic Planning: A Definition
- Strategic Problem Solving for Better Decision Making
- Strategic Staffing
- Structures for Strategy
- Success for Hire
- Success Principles for Leaders
- Successful Customer Care in a Week
- Succession Planning : 8 Critical Steps
- Succession Planning: 01. The Importance of Succession Planning
- Succession Planning: 02. What is a HiPo?
- Succession Planning: 03. Creating a Policy
- Succession Planning: 04. Identifying HiPos
- Succession Planning: 05. HiPos vs. High Performers
- Succession Planning: 06. Retaining and Developing HiPos
- Succession Planning: People Back-up
- Succession Planning: The Private Business
- Succession Planning: The Transition Process
- Supervising a Pronoid
- Supervising Remote Employees
- Supervisor's Passport to Success
- Survive the 10 Toughest Conversations Every Supervisor Dreads
- Talent Leadership
- Team Building: Characteristics of a Successful Team
- Team Building: Effective Team Members
- Team Building: Team Development and Tunkan Model
- Team Building: Teams in Crisis Situations
- Team Building: Types of Teams
- Team Building: What is Team Building?
- Team Facilitation Skills: Getting Started (Part 1 of 7) -- The Role of the Steering Team
- Team Facilitation Skills: Getting Started (Part 2 of 7) -- Creating a Team Charter
- Team Facilitation Skills: Getting Started (Part 3 of 7) -- Defining Problems and Setting Goals
- Team Facilitation Skills: Getting Started (Part 4 of 7) -- The Basic Stages of Team Development
- Team Facilitation Skills: Getting Started (Part 5 of 7) -- The Complex Stages of Team Development
- Team Facilitation Skills: Getting Started (Part 6 of 7) -- Using the DISC Model to Form Teams
- Team Facilitation Skills: Getting Started (Part 7 of 7) -- Essential Traits for Team Success
- Team Facilitation Skills: Meeting Guidelines (Part 1 of 5) -- Effective Team Communication
- Team Facilitation Skills: Meeting Guidelines (Part 2 of 5) -- Dysfunctional Team Members
- Team Facilitation Skills: Meeting Guidelines (Part 3 of 5) -- Facilitator Intervention Skills
- Team Facilitation Skills: Meeting Guidelines (Part 4 of 5) -- Handling Team Conflict
- Team Facilitation Skills: Meeting Guidelines (Part 5 of 5) -- Tips for Forming Effective Teams
- Teams that Work
- Telework: How to Telecommute Successfully
- Terminating Employees
- The Age of Productivity
- THE Answer for Business Success
- The Benefits of an Environmental Management System
- The Cultural Fit Factor
- The Daily You
- The Decision Making Process, Part One
- The Decision Making Process, Part Two
- The Executive Guide to Integrated Talent Management
- The External Environment
- The Facility Manager's Handbook
- The Golden Crossroads
- The Hidden Drivers of Success
- The Lean Office
- The Network is Your Customer
- The New Realities of Change
- The Performance Engagement Model
- The Product Life Cycle
- The Productivity Tip System
- The Progressive Discipline Process
- The Road to Audacity
- The Rookie Manager: 10 Tips for Holding Disciplinary Conversations
- The Rookie Manager: 4 Styles of Effective Leaders
- The Rookie Manager: Addressing Employee Grievances
- The Rookie Manager: From Coworker to Manager
- The Rookie Manager: What NOT to Do as a New Manager
- The Rules of Attraction
- The Secret to Employee Motivation
- The Three Types of Effectance
- The Value of Followers: Traits of a Great Follower (Part 1 of 3)
- The Value of Followers: Leaders as Followers (Part 2 of 3)
- The Value of Followers: Becoming a Followable Leader (Part 3 of 3)
- The Virtual World of Work
- The Why Behind Poor Performance
- Tips for Effective Delegation
- Top 10 Mistakes of Managers
- Tracking Progress with Controls
- Transforming the Organization
- Transitioning from Staff to Supervisor
- Ultimate Basic Business Skills
- Understanding Motivation: Managing Expectations
- Understanding Motivation: Processes that Inspire
- Understanding Power, Influence, and Leadership
- Understanding Power, Influence, and Leadership (French)
- Understanding Power, Influence, and Leadership (French-Canadian)
- Understanding Power, Influence, and Leadership (Spanish)
- Understanding the Impact of Culture in Your Organization
- Use Resistance as Your Friend-Leader
- Using Your Executive Coach
- Valuing Diversity for Managers
- Vision, Mission and Values
- Wage & Hour Basics: CA Managers & Supervisors
- What Change Leaders Do
- What Every Leader Needs
- What Every Leader Needs (French)
- What Every Leader Needs (French-Canadian)
- What Every Leader Needs (Spanish)
- What Every Mentor Needs
- What is a Product?
- What Is A Supervisor
- What Makes a Leader?
- What Makes a Leader? (French)
- What Makes a Leader? (French-Canadian)
- What Makes a Leader? (Spanish)

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- What Managers Don't Know Can Hurt You
- When Change Isn't a Choice-Leader
- When Managers Rebel
- Where Do Product Ideas Come From?
- Work and People
- Work Habits for Remote Employees
- Work Teams: Some Basic Guidelines
- Work With the Confused Employee
- Working within the General and Specific Environment
- Workplace Harassment Prevention: Managers and Supervisor Edition
- Would I Work for Me?
- Writing Performance Reviews
- You Get What You Manage: The Pygmalion Effect

## MARKETING

- 10 Mistakes in Marketing
- 49 Marketing Secrets (that Work) to Grow Sales
- Billion Dollar Branding
- Boosting Sales
- Brand Marketing
- Breaking Through
- Building Brand and Reputation
- Business Marketing Face to Face
- Competitive Marketing in Tourism
- Conducting Competitor Research Online
- Creating Your Brand Proposition
- Determining Customer Needs
- Developing a Value Proposition
- DO IT! Marketing
- Easy E-Newsletters
- Email Metrics 101
- Great Layout & Design: Tips, Tricks and the Latest Trends
- Great Legal Marketing
- Grow Regardless
- Guerrilla Facebook® Marketing
- Guerrilla Marketing During Tough Times
- Guerrilla Marketing on the Front Lines
- How to Create a Social Media Flowchart
- Increasing Search Engine Optimization
- Increasing Website Traffic
- Introduction to Marketing
- Lean but Agile
- Leveraging LinkedIn to Increase Sales
- Managing Bad Press
- Marketing Communications: Budgeting
- Marketing Communications: Goals and Objectives
- Marketing Communications: Integrated Marketing Communications
- Marketing Communications: Promoting Your Product
- Marketing Communications: Resonating with your Audience
- Marketing Communications: Tracking Campaigns
- Marketing Environment Basics
- Marketing Greatest Hits
- Marketing in the 21st Century and Beyond
- Marketing Plans
- Marketing: Selecting Target Markets
- Mastering Social Media
- Place Branding

- Pricing Perspectives
- Reverse Psychology Marketing
- Social Networking Crash Course: Building Your Network
- Social Networking Crash Course: Facebook
- Social Networking Crash Course: LinkedIn
- Social Networking Crash Course: Safety Tips
- Social Networking Crash Course: Twitter
- Social Networking: Does it Work at Work?
- Social Networking: Facebook®
- Social Networking: Instant Messaging
- Social Networking: LinkedIn®
- Social Networking: Twitter
- Stakeholder Reputation Research
- Strategic Marketing Planning for the Small to Medium-Sized Business
- Successful Email Marketing
- Successful Marketing
- The Brand Glossary
- The Four P's: Marketing Strategies
- The Mobile Marketing Handbook
- The New Rules of Green Marketing
- The Secrets of Successful Business Blogging
- The Value of Podcasts
- Write Powerful Copy for the Web and More

## OSHA & WORKPLACE SAFETY

- 5 Common Safety Hazards in the Office Infographic
- 7 Safety Habits That Could Save Your Life
- A Manager's Guide to Safety in the Workplace
- Active Shooter & Workplace Violence
- Aggressive Driving
- Asbestos Awareness
- Back Injury Prevention
- Back to Work. Back to Safety. Re-gaining Safety Habits after Time Away from Work. (Spanish)
- Back to Work. Back to Safety. Re-gaining Safety Habits after Time Away from Work.)
- Bloodborne Pathogens
- Bloodborne Pathogens and Personal Protective Equipment (PPE)
- Bloodborne Pathogens and the Needlestick Safety and Prevention Act
- Bloodborne Pathogens Overview
- Carbon Dioxide for Managers
- Carbon Monoxide for Managers
- CDL: 01. Basics
- CDL: 02. Basic Vehicle Control
- CDL: 03. Transporting Cargo Safety
- CDL: 04. Transporting Hazardous Materials
- CDL: 05. Hazardous Driving Conditions
- CDL: 06. Accident and Fire Procedures
- CDL: 07. Vehicle Inspections
- Cell Phones in the Workplace: A Dangerous Distraction
- Cell Phones in the Workplace: A Dangerous Distraction (Spanish)
- Cold Stress
- Combustible and Flammable Liquids
- Compressed Gas Cylinders
- Confined Space Entry
- Confined Spaces
- Confined Spaces for Employees: 01. Personnel Responsibilities
- Confined Spaces for Employees: 02. Understanding Permits
- Confined Spaces for Employees: 03. Atmospheric Hazards
- Confined Spaces for Employees: 04. Personal Protective Equipment
- Confined Spaces for Employees: 05. Confined Spaces for Construction
- Controlling Workplace Exposure to Bloodborne Pathogens
- Coronavirus Precautions and Prevention: Common Sense Hygiene
- Coronavirus Precautions and Prevention: Coronavirus Preparedness
- Crane Safety (Spanish)
- Crane Safety in Industrial & Construction Environments
- Creating Safety in Welding Operations
- Creating Safety in Welding Operations, (Spanish)
- CSA Training for Employees
- CSA Training for Managers
- Dealing With Hazardous Spills
- Dealing with Hazardous Spills (Spanish)
- Defensive Driving
- Developing an Effective Safety Culture
- Distracted Driving
- Distracted Driving (Spanish)
- DOT HAZMAT: General Awareness (Spanish)
- DOT HAZMAT: Security Awareness (Spanish)
- DOT HAZMAT: In Depth Security Training (Spanish)
- DOT HAZMAT: Safety Training (Spanish)
- Electrical Safety for Everyone
- Electrical Safety for Everyone (Spanish)
- Electrical Safety for Qualified Workers
- Electrical Safety for Qualified Workers (Spanish)
- Electrical Safety in the Laboratory
- Electrocution Hazards in Construction Environments Part I... Types of Hazards and How You Can Protect Yourself
- Electrocution Hazards in Construction Environments Part II... Employer Requirements
- Emergency Preparedness & Response
- Emergency Preparedness & Response (Spanish)
- ErgoNet: A Training Guide for Healthy Office Workers
- Exposure Monitoring and Medical Surveillance (HAZWOPER)
- Fall Factors: Understanding & Preventing Slips, Trips & Falls
- Fall Factors: Understanding & Preventing Slips, Trips & Falls (Spanish)
- Fall Protection
- Fall Protection in Construction Environments
- Fire Extinguisher Safety
- Fire Prevention & Response
- Fire Prevention in Healthcare Facilities
- Fire Prevention in the Office
- Fire Prevention in the Office (Spanish)
- Fire Safety for Industrial Workers

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- Fire Safety for Industrial Workers (Spanish)
- Fire Safety for Office Workers
- Fire Safety for Office Workers (Spanish)
- First Aid - Bites, Cuts, and Scrapes
- First Aid - Broken Bones
- First Aid - Burns
- First Aid - Choking
- First Aid - Introduction
- Flammable and Combustible Liquids for Managers
- Flammables and Explosives in the Laboratory
- Forklift Safety Lessons for the Safe Operator
- Forklift Safety Lessons for the Safe Operator (Spanish)
- Forklift Safety Lessons for the Safe Pedestrian
- Forklift Safety Lessons for the Safe Pedestrian (Spanish)
- Fuel Savings: ej4 Driving School
- Fuel Savings: Idle Time
- Fuel Savings: Oil, Tune and Tires
- Fuel Savings: Order Accuracy
- Fuel Savings: Power Curve
- Fuel Savings: Take Home Vehicles
- GHS Labeling in Construction Environments
- GHS Safety Data Sheets in Construction Environments
- GHS Safety Data Sheets in the Laboratory
- Good Housekeeping: Everyone's Responsibility
- Good Housekeeping: Everyone's Responsibility (Spanish)
- Hand and Power Tool Safety
- Handling Compressed Gas Cylinders in the Laboratory
- Hazard Communication in Construction Environments
- Hazard Communication in Healthcare Facilities
- Hazardous Chemicals in Labs
- Hazardous Energy Control
- HAZCOM: What's New with OSHA?
- HAZWOPER for Cleanup Sites (Part 1 of 4)
- HAZWOPER for Cleanup Sites (Part 2 of 4)
- HAZWOPER for Cleanup Sites (Part 3 of 4)
- HAZWOPER for Cleanup Sites (Part 4 of 4)
- HAZWOPER for Emergency Response 1
- HAZWOPER for Emergency Response 2
- HAZWOPER for TSD Facilities 1
- HAZWOPER for TSD Facilities 2
- Hearing Conservation
- Hearing Conservation & You
- Hearing Conservation & You (Spanish)
- Heat Stress
- How to Lower Your Energy Bills: Creating a Comprehensive Energy Savings Plan
- How to Lower Your Energy Bills: Doing Your Part at Work
- How to Lower Your Energy Bills: Saving Fuel Costs
- Hydrogen Sulfide Employee Training
- Hydrogen Sulfide Employee Training (Spanish)
- I Chose to Look the Other Way: Three Stories of Workplace Safety
- I Chose to Look the Other Way: Three Stories of Workplace Safety (Spanish)
- Indoor Air Quality: Carbon Dioxide
- Indoor Air Quality: Carbon Monoxide
- Introduction to Accident Investigation
- Introduction to GHS for Construction Workers
- Laboratory Ergonomics
- Laboratory Hoods
- Ladder Safety
- Lead Exposure
- Lessons Learned From Hand Injuries [Non-Graphic]
- Lessons Learned From Hand Injuries [Non-Graphic] (Spanish)
- Lockout Tagout: Energy Control Programs Details, Questions, & Expectations
- Lockout Tagout: Introduction
- Lockout Tagout: Training
- Machine Guard
- Machine Guard Safety for Managers
- Machine Guarding & Operator Safety
- Machine Guarding & Operator Safety (Spanish)
- Making Safety Work: Overview of Workplace Safety & Responsibilities
- Making Safety Work: Overview of Workplace Safety & Responsibilities (Spanish)
- Managing Workplace Safety and Health
- Medical OSHA Compliance
- Medical OSHA Compliance 2020
- Medical Surveillance Programs (HAZWOPER)
- More High-Impact Lockout/Tagout
- More High-Impact Lockout/Tagout (Spanish)
- Move It Safely: Avoiding Injury While Moving Materials
- Orientation to Laboratory Safety
- OSHA and Workplace Safety for HR Professionals
- OSHA Compliance Update: MSDS to SDS
- OSHA Formaldehyde Standard
- OSHA in the Real World
- OSHA Record-Keeping Compliance
- OSHA TOOLBOX: HAZCOM - Labeling Protocol
- OSHA TOOLBOX: HAZCOM - Safety Data Sheet
- OSHA Toolbox: HAZCOM - What You Need to Know
- OSHA Toolbox: What Matters Regarding Bloodborne Pathogens
- OSHA's HAZWOPER Requirements
- OSHA's HAZWOPER Standard
- Personal Protective Equipment
- Personal Protective Equipment: Eye & Face Protection
- Personal Protective Equipment: Foot Protection
- Personal Protective Equipment: General Overview
- Planning for a Pandemic: Business Continuity
- Planning for a Pandemic: External Communications
- Planning for a Pandemic: Internal Communications
- Planning for a Pandemic: Preparing for a Pandemic
- Planning for Laboratory Emergencies
- PPE: Your Last Layer of Protection
- PPE: Your Last Layer of Protection (Spanish)
- Preparing for an Epidemic
- Preventing Contamination in the Laboratory
- Preventing Fires in Hot Work Operations
- Preventing Fires in Hot Work Operations (Spanish)
- Preventing Hearing Loss
- Preventing Slips & Falls
- Principle to Practice with David Lynn, CSP
- Principle to Practice with David Lynn, CSP (Spanish)
- Propane Gas
- Propane Gas Safety for Managers
- Proper Use of a Fire Extinguisher
- Protecting Our Sight
- Protecting Our Sight (Spanish)
- Rigging Safety in Industrial & Construction Environments
- Safe Forklift Operation
- Safe Handling of Laboratory Glassware
- Safe Use & Operation of Industrial Cranes
- Safe Use & Operation of Industrial Cranes (Spanish)
- Safety Bob's Comprehensive Construction Safety Orientation
- Safety Bob's Comprehensive Construction Safety Orientation - (Spanish)
- Safety Decision-Making: Overcoming Human Nature
- Safety Decision-Making: Overcoming Human Nature (Spanish)
- Safety First: Fire Extinguisher Use
- Safety Management
- Safety Showers and Eye Washes in the Laboratory
- Safety Toolbox: Driving Defensively
- Safety Toolbox: Driving in Poor Conditions
- Safety Toolbox: Fall Protection
- Safety Toolbox: Prevent Slips, Trips, and Falls
- Safety Toolbox: Protect Your Back
- Safety Toolbox: The Safe Use of Aerial Lifts
- Safety Toolbox: The Safe Use of Ladders
- Safety Toolbox: Using Lockout Tagout
- Safety Toolbox: What You Need to Know About Emergency Exits
- Severe Weather Alert: Are You Prepared? (Spanish)
- Severe Weather Alert: Emergency Preparedness and Response
- Slip, Trip and Fall Prevention
- Stormwater Pollution Prevention Plan General Awareness Training
- Stormwater Pollution Prevention Plan General Awareness Training (Spanish)
- Supported Scaffolding Safety in Industrial and Construction Environments
- Survive Inside: Employee Safety in Confined Spaces
- Survive Inside: Employee Safety in Confined Spaces (Spanish)
- Surviving the Fall: Proper Use of Your Personal Fall Arrest System
- Surviving the Fall: Proper Use of Your Personal Fall Arrest System (Spanish)
- Take Time for Safety
- Take Time for Safety (Spanish)
- The Hazard Communications Program
- The Lockout/Tagout Program
- Two-Wheeled Handcart
- Understanding & Preventing Heat-Related Illnesses
- Understanding & Preventing Heat-Related Illnesses (Spanish)
- Understanding Your Facility's Stormwater Pollution Prevention Plan
- Understanding Your Facility's Stormwater Pollution Prevention Plan (Spanish)

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- Warehouse Ergonomics
- What Is Crystalline Silica?
- Workers' Comp 10 Must Ask Questions
- Workers' Compensation Basics
- Working in Cold Weather
- Working in Hot Weather
- Workplace Safety in Action: Safety Committees

## PERSONAL DEVELOPMENT

- 01. How to Know What You Don't Know: Getting Up to Speed
- 02. How to Know What You Don't Know: Identifying Blind Spots
- 7 Levers to Success
- 8 Tips for Finishing What You Start
- Achieving Best Practice in Crisis Management
- Achieving Mindfulness at Work (Part 1 of 2): The Case for Mindfulness
- Achieving Mindfulness at Work (Part 2 of 2): Elevating Your Workplace Mindfulness
- Active Learning Techniques
- After Work Socializing
- Are You Stressed?
- Around the Coffee Machine
- Art of Authenticity: Introduction: Becoming a More Authentic Leader (Part 1 of 7)
- Art of Authenticity: Selves Awareness: Being Your Selves With Skill (Part 2 of 7)
- Art of Authenticity: Art Naturally: Managing Multiple Selves (Part 3 of 7)
- Art of Authenticity: Balancing Act (Part 4 of 7)
- Art of Authenticity: Total Transparency: Best Practices or Myth? (Part 5 of 7)
- Art of Authenticity: Authenticity GPS -- Navigating Ethical Minefields (Part 6 of 7)
- Art of Authenticity: Psychological Guardrails: Stay Focused on Your Values (Part 7 of 7)
- Avoiding Faulty Decision Making
- Become Action Oriented Exam
- Being the Bearer of Bad News
- Body Language: At Work
- Body Language: Introduction
- Body Language: Movement
- Body Language: Position
- Body Language: Reading
- Breaking Through Mediocrity
- Building Strong Personal Relationships
- Building Strong Professional Relationships
- Business Meals: Table Manners
- Change Is Hard
- Character in the Workplace: The Importance of Good Character (Part 1 of 4)
- Character in the Workplace: The Six Pillars of Character (Part 2 of 4)
- Character in the Workplace: The Psychology of Cheating (Part 3 of 4)
- Character in the Workplace: How to Build Character (Part 4 of 4)
- Complex Problem Solving: Key Definitions in Complex Problem Solving (Part 1 of 5)

- Complex Problem Solving: Characteristics of Complex Problems (Part 2 of 5)
- Complex Problem Solving: Systems Thinking in Complex Problem Solving (Part 3 of 5)
- Complex Problem Solving: Complex Problem Solving with Causal Loop Diagrams (Part 4 of 5)
- Complex Problem Solving: Complex Problems Organizations Face (Part 5 of 5)
- Conducting an Audit
- Control the Chaos and Clear Out the Clutter
- Convenience Store Diet
- Coping with Loss
- Create an Ergonomic Workstation
- Create Your Own Memory Hooks
- Creating a Positive Focus
- Creating Development Plans (Part 1 of 3): Key Elements of Development Planning
- Creating Development Plans (Part 2 of 3): Seven Steps for Creating a Personal Development Plan
- Creating Development Plans (Part 3 of 3): Tips for Personal Development Planning
- Creative Brainstorming for Innovation
- Curiosity Killed the Cat, but It Won't Kill You
- Cutting Edge Success at Work: Contribute to the Team
- Cutting Edge Success at Work: Prioritize and Organize
- Cutting Edge Success at Work: Set and Achieve Goals
- Dealing with Stress at Work
- Dealing with Stressful People
- Decision Key: Because
- Decision Key: Candor
- Decision Key: Contrast
- Decision Key: Imagination
- Decision Key: In-Print
- Decision Key: Labeling
- Decision Key: Losses Versus Gains
- Decision Key: Mental Accounting
- Decision Key: Risk-Value Curve
- Decision Making: An Overview
- Decoding Indirect and Direct Messages
- Deskercises: Arms and Shoulders
- Deskercises: Chest, Neck, and Back
- Deskercises: Legs and Backside, While Sitting
- Deskercises: Legs and Backside, While Standing
- Deskercises: Simple, Cardio, and Core
- Destressing your Inner and Outer World
- DISC: Determine Styles of Others
- Effective Performance Reviews: Handling a Bad Performance Review
- Effective Performance Reviews: Performance Reviews for Managers
- Effective Performance Reviews: Preparing for Your Review
- Effective Performance Reviews: Self-Assessments
- Ergonomic Risk Factors
- Failure is an Option: Accepting Failure
- Failure is an Option: Moving Forward and Learning from Failure
- Failure is Obsolete
- Fighting the Flu: Call for Backup

- Fighting the Flu: Gain the Upper Hand
- Fighting the Flu: Getting to Know Your Opponent
- Fighting the Flu: The Fight is On!
- Fighting the Flu: Throw in the Towel
- Fitness and Wellness
- Framework for Execution: A Framework for Execution
- Framework for Execution: Reasons for Poor Execution
- Framework for Execution: The Current Situation
- Framework for Execution: The Failure to Execute
- Freedom to Fail: Learning and Growing from Failure
- Getting Organized
- Green Cleaning Concepts
- Green Purchasing
- Handling Stress
- Happiness at Work: Applying Happiness to the Workplace (Part 1 of 3)
- Happiness at Work: Creating a Happier Workplace (Part 3 of 3)
- Happiness at Work: Improving Personal Happiness at Work (Part 2 of 3)
- How Things Feel Affects What We Do
- How to Break a Bad Habit
- How to Build a Personal Brand
- How to Handle Unavoidable Stress
- How to Keep Your Commitments
- How to Make Time for Training at Work
- How to Reduce Anxiety
- How to Re-Energize Yourself at Work
- How to Sit Correctly
- How to Sit Correctly (French)
- How to Sit Correctly (French-Canadian)
- How to Sit Correctly (Spanish)
- How to Study Effectively
- How-To Tool: Decision Matrix
- Improve Your Memory, Improve Your Productivity
- Improving Your Self-Awareness
- Improving Your Self-Management
- Improving Your Social-Awareness
- In the Hallways
- Individual Decision-Making: Four Decision-Making Styles
- Individual Decision-Making: Making the Right Choice
- Individual Decision-Making: The Five-Step Process
- Individual Decision-Making: When and Why?
- Introduction to Emotional Intelligence
- Know Your Numbers: Blood Pressure
- Know Your Numbers: Body Mass Index
- Know Your Numbers: Cholesterol
- Know Your Numbers: Glucose
- Leadership and Stress
- Learning Styles: Develop Your Learning
- Learning Styles: Different Learning Styles
- Learning Styles: Managing Multiple Learning Styles
- Let's Work It Out
- Linking Ethics to Stress and Emotions
- Living Large on Less
- Making Command Decisions Work for You
- Making Consensus Decisions Work for You
- Making Consultative Decisions Work for You

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- Making Delegated Decisions Work for You
- Making Learning Stick
- Manager's Toolbox: Building an Engaged Organization (French)
- Manager's Toolbox: Building an Engaged Organization (French-Canadian)
- Manager's Toolbox: Building an Engaged Organization (Spanish)
- Managing Information Overload
- Managing Your Waste
- Memory Challenge: Mnemonics
- Money Secrets of the Rich
- Participating in a High Performance Team
- Perceptions: Managing How You're Perceived
- Perceptions: Rebuilding Your Reputation
- Perceptions: Understanding Perceptions
- Personal Brands
- Powered Industrial Trucks and Power Pallet Trucks
- Preparing for My Appraisal
- Problem Solving: Define the Problem
- Problem Solving: Determine the Root Cause
- Problem Solving: Evaluate and Select Solutions
- Problem Solving: Generate Solutions
- Problem Solving: Implement Solutions
- Problem Solving: Introduction to Problem Solving
- Problem Solving: Monitor the Resolution
- Putting it all Together
- Putting the Pro in Proactive
- Ready for Retirement
- Recognize Eye Strain
- Recognize Eye Strain (French)
- Recognize Eye Strain (French-Canadian)
- Recognize Eye Strain (Spanish)
- Recycling in the Workplace
- Reduce Eye Strain
- Reduce Eye Strain (French)
- Reduce Eye Strain (French-Canadian)
- Reduce Eye Strain (Spanish)
- Representing Your Brand
- Respect - How to Be Liked
- Respect - How to Be Respected
- Respect - Working with Dislike
- Rethinking Brainstorming
- Safe Money Millionaire
- Selfies Gone Wrong
- Setting Sound Goals
- Setting Your Development Goals
- Six-Step Process to Problem Solving
- Smile!
- Social Awareness Tools
- Strengths Finder 2.0
- Stress at Work
- Stress Management - Avoidable Stress
- Stress Management - Handling Stress
- Stress Management - Managing Stress
- Stress Management - Unavoidable Stress
- Stress Management - Understanding Stress
- Stress Management for Women
- Stretching in the Workplace
- Studying in Groups
- Supercompetent
- Take Charge of Your Talent
- The Better Money Method
- The Empress Has No Clothes
- The Growth Mindset: 01. The Growth Mindset: Embracing Yet
- The Growth Mindset: 02. Developing the Growth Mindset
- The Growth Mindset: 03. Limitations of a Fixed Mindset
- The Money Flow
- The Psychology of Decision-Making
- The ROI of Green
- The Science of Sleep: How Much Sleep Do You Need
- The Science of Sleep: Sleep Hygiene
- The Science of Sleep: Sleeping for Shift Work
- The Science of Sleep: The Science of Sleep
- Think Big, Live Large
- Transformative Thinking: Unleash Your Potential
- Understanding & Controlling Ergonomic Risk Factors
- Understanding & Controlling Ergonomic Risk Factors (Spanish)
- Understanding Ergonomic Design
- Understanding Hazardous Waste
- Understanding Headaches: Surprising Headache Triggers
- Understanding Headaches: Understanding Headaches
- Understanding Stress
- Understanding Stress at Work
- Unknown Knowns: Getting Started
- Unknown Knowns: Leading Knowledge Transfer
- Unknown Knowns: The Knowledge Transfer Process
- Unknown Knowns: Understanding Better Practices
- Using DISC to Raise Your Emotional-IQ
- Vocabulary Retention Tips and Tricks
- Water Conservation
- What can be done about job stress?
- What is Stress?
- What Stresses Employees at Work?
- When to Study
- Where to Study
- Work Hacks: 5 Hacks for Workplace Sanity
- Work Hacks: 5 Hacks to a Clean and Comfortable Space
- Work Hacks: 6 Hacks to Controlling Your Inbox
- Work Hacks: 7 Hacks for Office Productivity
- Work Hacks: 7 Hacks to Maintain Work/Home Balance
- Work Hacks: Go Green
- Working in Adversarial Relationships
- Working Well with Everyone: Diversity = Greatness
- Working Well with Everyone: The Power of Inclusion
- Workplace Life Jacket: 7 Tips to Improve Your Work-Life Balance
- Workplace Life Jacket: 7 Tips to Improve Your Work-Life Balance (French)
- Workplace Life Jacket: 7 Tips to Improve Your Work-Life Balance (French-Canadian)
- Workplace Life Jacket: 7 Tips to Improve Your Work-Life Balance (Spanish)
- Workplace Life Jacket: 8 Tips to Control Your Email
- Workplace Life Jacket: 8 Tips to Control Your Email (French)
- Workplace Life Jacket: 8 Tips to Control Your Email (French-Canadian)
- Workplace Life Jacket: 8 Tips to Control Your Email (Spanish)
- Workplace Life Jacket: Tips for an Organized Workspace
- Workplace Life Jacket: Tips for an Organized Workspace (French)
- Workplace Life Jacket: Tips for an Organized Workspace (French-Canadian)
- Workplace Life Jacket: Tips for an Organized Workspace (Spanish)
- Workplace Life Jacket: Tips to Increase Productivity
- Workplace Life Jacket: Tips to Increase Productivity (French)
- Workplace Life Jacket: Tips to Increase Productivity (French-Canadian)
- Workplace Life Jacket: Tips to Increase Productivity (Spanish)
- Workplace Life Jacket: Tips to Remain Sane
- Workplace Life Jacket: Tips to Remain Sane (French)
- Workplace Life Jacket: Tips to Remain Sane (French-Canadian)
- Workplace Life Jacket: Tips to Remain Sane (Spanish)
- Workplace Stress
- Workplace Stress (Spanish)
- You Are What You Eat: Brain Food
- You Are What You Eat: Meal Planning
- You Are What You Eat: Reading Food Labels
- You Are What You Eat: You Are What You Eat
- Your Body is Talking: What is it Saying?
- Zip! Tips

## PROJECT MANAGEMENT

- 10 Steps to Successful Project Management
- Agile Certified Practitioner (ACP) Exam Prep: Chapter 01 - The Process
- Agile Certified Practitioner (ACP) Exam Prep: Chapter 02 - The Exam
- Agile Certified Practitioner (ACP) Exam Prep: Chapter 03 - Agile Principles & Mindset Part 01
- Agile Certified Practitioner (ACP) Exam Prep: Chapter 03 - Agile Principles & Mindset Part 02
- Agile Certified Practitioner (ACP) Exam Prep: Chapter 04 - Value Driven Delivery
- Agile Certified Practitioner (ACP) Exam Prep: Chapter 05 - Stakeholder Engagement
- Agile Certified Practitioner (ACP) Exam Prep: Chapter 06 - Boosting Team Performance
- Agile Certified Practitioner (ACP) Exam Prep: Chapter 07 - Adaptive Planning
- Agile Certified Practitioner (ACP) Exam Prep: Chapter 08 - Problem Detection & Resolution
- Agile Certified Practitioner (ACP) Exam Prep: Chapter 09 - Continuous Improvement
- Agile Certified Practitioner (ACP) Exam Prep: Final Exam
- Agile Project Management

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- Business Intelligence: Best Practices for Successful Project Management
- Characteristics of Projects
- Conducting a Post-Project Evaluation
- Controlling Change
- Creating Project Schedules: Building a Gantt Chart
- Creating Project Schedules: Determine Task Sequence
- Creating Project Schedules: Estimating Task Length
- Creating Project Schedules: Identify Tasks: Create a Work Breakdown Structure
- Creating Project Schedules: Introduction to Project Scheduling
- Creating Project Schedules: Project Scheduling Software
- Creating Project Schedules: Project Scheduling Toolbox
- Executive Strategy & Management: Section 1 - The Basics of Project Management
- Executive Strategy & Management: Section 2 - The Keys to Success
- Executive Strategy & Management: Section 3 - Strategy Basics
- Fundamentals of Project Management
- Improve Your Project Management
- Introduction to Project Management: Final Exam
- Introduction to Project Management: Section 1 - Introduction & Overview
- Introduction to Project Management: Section 2 - Teams & Leadership
- Introduction to Project Management: Section 3 - Project Communication
- Introduction to Project Management: Section 4 - Stakeholder Management
- Introduction to Project Management: Section 5 - The Basics of Project Management
- Introduction to Project Management: Section 6 - Scope and Requirements
- Introduction to Project Management: Section 7 - Developmental Methodologies
- Introduction to Project Management: Section 8 - Effective Budgets and Schedules
- Introduction to Project Management: Section 9 - Project Performance
- Introduction to Project Management: Section 10 - Change Management
- Managing Project Constraints
- Managing Project Teams: Lesson 01 - Knowing Your Team
- Managing Project Teams: Lesson 02 - Managing Your Team
- Money for the Cause
- PMP® Certification: Project Management Basics
- Pragmatic Project Management
- Prioritizing Project Work
- Project Definition Questions - Quick Reference
- Project Evaluation Questions - Quick Reference
- Project Management
- Project Management Essentials
- Project Management for Small Business
- Project Management for Small Projects
- Project Management Fundamentals
- Project Management Introduction
- Project Management Pre-Work: Introduction to Project Pre-Work (Part 1 of 18)
- Project Management Pre-Work: Identifying Project Parameters (Part 2 of 18)
- Project Management Pre-Work: Defining Project Problems or Opportunities (Part 3 of 18)
- Project Management Pre-Work: Determining Project Requirements (Part 4 of 18)
- Project Management Pre-Work: Listing and Organizing Needs and Wants (Part 5 of 18)
- Project Management Pre-Work: Validating Project Assumptions (Part 6 of 18)
- Project Management Pre-Work: Developing a Project Goal Statement (Part 7 of 18)
- Project Management Pre-Work: Determining the Best Project Plan (Part 8 of 18)
- Project Management Pre-Work: Understanding Project Risks (Part 9 of 18)
- Project Management Pre-Work: Quantifying Project Risks (Part 10 of 18)
- Project Management Pre-Work: Creating Strong Project Proposals (Part 11 of 18)
- Project Management Pre-Work: Identifying Key Project Personnel (Part 12 of 18)
- Project Management Pre-Work: Securing Commitment in Projects (Part 13 of 18)
- Project Management Pre-Work: Project Authority Planning (Part 14 of 18)
- Project Management Pre-Work: Allocating Project Responsibilities (Part 15 of 18)
- Project Management Pre-Work: Making Meaningful Project Requests (Part 16 of 18)
- Project Management Pre-Work: Project Complexity Analysis (Part 17 of 18)
- Project Management Pre-Work: The Project Kickoff Meeting (Part 18 of 18)
- Project Management Skills for Non Project Managers: Lesson 1 - Planning the Project
- Project Management Skills for Non Project Managers: Lesson 2 - Implementing the Project Plan
- Project Management, Planning, and Control
- Project Management: Advanced, 2nd Edition
- Project Management: Basic, 2nd Edition
- Project Management: Intermediate, 2nd Edition
- Project Problem Solving
- Project Ranking Method
- Project Teams
- Quality Management: Chapter 1 - Concept of Quality
- Quality Management: Chapter 2 - Customer Input to Quality
- Quality Management: Chapter 3 - Plan Quality
- Quality Management: Chapter 4 - Quality Control
- Quality Management: Chapter 5 - Six Sigma
- Quality Management: Final Exam
- Risk Management Professional Exam Prep: Chapter 01 - Quick PM Review & the RMP Credential
- Risk Management Professional Exam Prep: Chapter 02 - Introduction to Project Risk
- Risk Management Professional Exam Prep: Chapter 03 - Risk Management Planning
- Risk Management Professional Exam Prep: Chapter 04 - Stakeholder Management & Communication
- Risk Management Professional Exam Prep: Chapter 05 - Risk Identification
- Risk Management Professional Exam Prep: Chapter 06 - Qualitative Risk Analysis
- Risk Management Professional Exam Prep: Chapter 07 - Quantitative Risk Analysis
- Risk Management Professional Exam Prep: Chapter 08 - Risk Response Planning
- Risk Management Professional Exam Prep: Chapter 09 - Learning to Control Risks
- Schedule and Cost Control: Section 01 - Quick PM Review
- Schedule and Cost Control: Section 02 - Time Management
- Schedule and Cost Control: Section 03 - Critical Path Method
- Schedule and Cost Control: Section 04 - Basic Cost Management
- Schedule and Cost Control: Section 05 - Introduction to Earned Value
- Schedule and Cost Control: Section 06 - Critical Chain Management
- Schedule and Cost Control: Section 07 - Other Cost Calculations
- Scope and Requirements: Section 01 - Effective Listening Skills for Requirements Definition
- Scope and Requirements: Section 02 - Stakeholders
- Scope and Requirements: Section 03 - Scope Definition
- Scope and Requirements: Section 04 - Creating Effective Work Breakdown Structures
- Scope and Requirements: Section 05 - Requirements Basics
- Scope and Requirements: Section 06 - Use Cases
- Scope and Requirements: Section 07 - Development Methodologies
- Scope and Requirements: Section 08 - Testable Requirements
- Scope and Requirements: Section 09 - The Software Requirements Specification (SRS)
- Scope and Requirements: Section 10 - Business Domain Modeling
- Scope and Requirements: Section 11 - Other Advanced Tools
- Scope and Requirements: Section 12 - Final Exam
- Stakeholder Analysis Alternatives
- Stocking Your Project Management Toolkit
- Strategic Planning Skills: Lesson 01 - Preparing for the Strategic Planning Process
- Strategic Planning Skills: Lesson 02 - Initiating the Strategic Planning Process
- Strategic Planning Skills: Lesson 03 - Developing the Strategic Plan
- Strategic Planning Skills: Lesson 04 - Executing the Plan
- Stress-Free Event Planning
- Successful Project Management in a Week

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- Taking Control of Projects and Priorities
- The 77 Deadly Sins of Project Management
- The AMA Handbook of Project Management
- The Five Processes of Project Management
- The Principles of Project Management
- The Project Management Life Cycle Model
- The Stakeholder Analysis Matrix
- Thinking on Purpose for Project Managers
- Types of Project Stakeholders
- History Means Business Meet Fred Pryor
- Pryor+ Tutorial for Users and Admins, Online and Live Account

## SALES

- Account Management: Managing Accounts Versus Selling to Customers (Part 1 of 6)
- Account Management: Account Relationship Levels (Part 2 of 6)
- Account Management: Using Psychographics to Gauge Product Relationship Levels (Part 3 of 6)
- Account Management: The Marketing-Sales Disconnect (Part 4 of 6)
- Account Management: Creating Insight-Based Account Relationships (Part 5 of 6)
- Account Management: Providing a Total Account Solution (Part 6 of 6)
- Avoid the Top Mistakes Sales Reps Make
- Building a Sales Process
- Building GREAT Sales Relationships
- Characteristics of the Sale: Analytics and Metrics
- Characteristics of the Sale: Introduction to the Sales Cycle LINE
- Characteristics of the Sale: Key Account Selling Overview
- Characteristics of the Sale: Product Knowledge
- Characteristics of the Sale: Sales Cycle LINE A
- Characteristics of the Sale: Sales Cycle LINE B
- Claiming vs. Creating Value in Negotiation
- Closing the Sale
- Conquering Sales Objections
- Creating Effective Sales Proposals
- Creating Your Elevator Pitch
- Cross Selling
- Dealing with Difficult Situations
- Developing Your Territory: Building the Sales Plan
- Developing Your Territory: Summarizing the Business Situation
- DISC: Selling C
- DISC: Selling D
- DISC: Selling I
- DISC: Selling S
- Effective Selling in Any Situation
- Emotional Intelligence for Sales Success
- Establishing Credibility
- Establishing Trust with Customers
- Excellent Customer Service
- Finding Good Prospects
- Following up on Your Sale
- Follow-Up After the Sale
- Get Clients Now!
- Getting Past the Gatekeeper
- Handling Tough Customers
- How Customers Want to Be Treated
- How to Develop Your Sales Plan
- How to Leave Phone Voicemail that Get Returned
- Leading the Sales Force
- Managing Enterprise Accounts: Customer Lifetime Value
- Managing Enterprise Accounts: Finding Unmet Needs
- Managing Enterprise Accounts: Handling Objections
- Managing Enterprise Accounts: Introduction
- Managing Enterprise Accounts: No Push Close
- Managing Enterprise Accounts: No Push Selling
- Managing Enterprise Accounts: Pre-Call Planning
- Managing Enterprise Accounts: Selling Benefits
- Managing Enterprise Accounts: The Five-Minute Debrief
- Managing Enterprise Accounts: Value Added Selling
- Managing Your Sales Prospects
- Modern Phone Sales Techniques
- Motivate Your Sales Team
- Negotiating for Success
- Negotiating: 01. Introduction to Negotiating
- Negotiating: 02. Framing
- Negotiating: 03. Styles
- Negotiating: 04. Identifying Leverage
- Negotiating: 05. Analyzing Upcoming Negotiations
- Negotiating: 06. Planning for Negotiations
- Negotiating: 07. The Negotiation Process
- Negotiating: 08. Reaching Agreement
- Negotiating: 09. Evaluating Your Performance
- Negotiating: 10. DISC Styles
- Negotiating: 11. Dealing with Strategies
- Negotiations: Solving the Tough Problems
- No, But, If
- Objection Series: Doubt
- Objection Series: Indifference
- Objection Series: Misunderstanding
- Objection Series: True Negative
- Overview of Sales Methodologies
- Preparing for Your Sales Pre-approach
- Presentation Skills: Closing
- ProActive Sales Management
- Prospecting by Phone: 7 Guidelines for Cold Call Management
- Prospecting by Phone: Avoiding Common Mistakes
- Prospecting by Phone: Cold Call Guidelines
- Prospecting by Phone: Does Cold Calling Work?
- Prospecting by Phone: Great Incoming Greetings
- Prospecting by Phone: Standing Out from the Crowd
- Prospecting by Phone: The 4-Minute Call
- Prospecting by Phone: The Great Voice Message, Part 1
- Prospecting by Phone: The Great Voice Message, Part 2
- Quicksell
- Researching Prospects & Industry Online
- Riding Along with Sales Reps
- Running a Sales Meeting
- Sales and Ethics: Connecting Your Values to Your Career
- Sales and Ethics: Making Ethical Decisions
- Sales and Ethics: Managing Conflicts of Interest
- Sales Communications: Internal Sales Communication
- Sales Communications: Writing Sales Proposals
- Sales Force Design for Strategic Advantage
- Sales Forecasting for the Salesperson
- Sales Forecasting Management
- Sales Prospecting: How to Get Past Gatekeepers
- Sales Prospecting: How to Leave Sales Voicemails
- Sales Prospecting: Sales Analytics and Metrics
- Sales Prospecting: Social Media Networking
- Sales Prospecting: The Flipped Sales Funnel
- Sales Prospecting: The Link Between Marketing and Sales
- Sales Prospecting: The Original Sales Funnel
- Sales Prospecting: The Sales Pipeline
- Sales Time Management
- Sales: Attitude is Everything
- Sales: Attitude is Everything (French)
- Sales: Attitude is Everything (French-Canadian)
- Sales: Attitude is Everything (Spanish)
- Sales: Boost Your Selling Power
- Sales: Boost Your Selling Power (French)
- Sales: Boost Your Selling Power (French-Canadian)
- Sales: Boost Your Selling Power (Spanish)
- Sales: Create Sales Proposals
- Sales: Create Sales Proposals (French)
- Sales: Create Sales Proposals (French-Canadian)
- Sales: Create Sales Proposals (Spanish)
- Sales: Overcoming Objections
- Sales: Overcoming Objections (French)
- Sales: Overcoming Objections (French-Canadian)
- Sales: Overcoming Objections (Spanish)
- Sales: Qualifying Prospects
- Sales: Qualifying Prospects (French)
- Sales: Qualifying Prospects (French-Canadian)
- Sales: Qualifying Prospects (Spanish)
- Sales: Set Goals and Manage Time
- Sales: Set Goals and Manage Time (French)
- Sales: Set Goals and Manage Time (French-Canadian)
- Sales: Set Goals and Manage Time (Spanish)
- Sales: Tips for Successful Sales
- Sales: Tips for Successful Sales (French)
- Sales: Tips for Successful Sales (French-Canadian)
- Sales: Tips for Successful Sales (Spanish)
- Sell Without Selling
- Selling at a Distance: Gathering Prospect Information
- Selling at a Distance: Phone Selling
- Selling at a Distance: The Virtual Presentation
- Selling New Products
- Selling Strategies: Consultative Selling
- Selling Strategies: Cyclical Selling
- Selling Strategies: Field Sales
- Selling Strategies: STUN Selling
- Selling Strategies: Tiered Selling
- Selling Strategies: Upsell and Add-Ons
- Selling To Different Customer Roles
- Selling to the C-Suite
- Selling Value Over Price
- Setting and Managing Your Sales Goals
- Speaking Customer
- Strategizing for Your Sales Presentation
- Successful Selling in Today's Economy
- Taking Effective Call Notes

Topics are continually added and updated. For your current local schedule visit us at [pryor.com](http://pryor.com) and enter your zip code. For your continuing education requirements, most of our courses offer CEUs. Additionally, many courses are pre-approved for CPE, HRCI, PDC and PDU credits.

- Territory Management: Analyzing a Territory
- Territory Management: Managing a New Territory
- The Accidental Salesperson
- The Distance Sales Cycle
- The New Rules of Lead Generation
- The Qualifying Process
- The Sales Process: Advanced Questioning Techniques
- The Sales Process: DISC
- The Sales Process: No Fuss Closing
- The Sales Process: Overcoming Objections
- The Sales Process: Uncovering Needs
- The Unmet Need
- Turning Features into Benefits
- Understanding Techniques for a Sales Approach
- Understanding the B2B Buying Process
- Upsell With Confidence
- Using Adaptive Selling to Make the Sale
- Utilizing DISC in Sales
- What Is a Sales Process?
- What's Right for This Prospect, Today?
- When to Shut Up
- Working with Psychological Biases in Negotiation
- Writing Effective Sales e-Mails

## TIME MANAGEMENT

- 10 Benefits of Daily Routines
- 8-Week Get Organized Diet - Quick Reference
- Common Time Management Problems: 01. Procrastination
- Common Time Management Problems: 02. Precrastination
- Control Your Work Day: 9 Good Time Management Tips
- Cooperative Time Management
- Creating a Work Plan
- Creating Extra Time
- Developing Your Daily Routine
- Effective Time Management: 01. How to Manage Your Time
- Effective Time Management: 02. How to Time Block
- Effective Time Management: 03. How To Use the Pomodoro Technique
- Effective Time Management: 04. How to Create a Bullet Journal
- Handling Interruptions
- How to Avoid Self-Inflicted Delay
- How to Communicate with Time in Mind
- How to Manage Your Time Effectively
- How to Manage Your Time Effectively (French)
- How to Manage Your Time Effectively (French-Canadian)
- How to Manage Your Time Effectively (Spanish)
- It's About Time
- Manage Your Time By Organizing Paperwork
- Managing the Time of Your Life Part I
- Managing the Time of Your Life Part II
- Managing Your Time
- Planning and Prioritizing Your Time Effectively - 06/17/2020 Live Recording
- Planning Your Week

- Prioritize Your Tasks
- Setting and Managing Priorities: Strategic Priorities and the Baldrige Framework (Part 1 of 6)
- Setting and Managing Priorities: Identifying Organizational Priorities (Part 2 of 6)
- Setting and Managing Priorities: Identifying Personal Priorities (Part 3 of 6)
- Setting and Managing Priorities: Ranking Your Priorities (Part 4 of 6)
- Setting and Managing Priorities: Planning Your Priorities (Part 5 of 6)
- Setting and Managing Priorities: Priority Management Toolkit (Part 6 of 6)
- Stop Procrastinating
- Survey Says: Top Time-Wasters at Work
- Tackle These 10 Time Wasters Worksheet
- The Secrets of Successful Time Management
- The Time of Your Life
- The Time of Your Life (French)
- The Time of Your Life (French-Canadian)
- The Time of Your Life (Spanish)
- Time Management for Managers
- Time Management: Clear Mental Clutter
- Time Management: Make Meetings Work
- Time Management: Prioritize Your Work
- Time Management: Procrastination
- Time Management: Time Manage Projects
- Time Tracking Log Worksheet
- Tips for Sticking to Your Routine
- To-Do List Tool: Paired Comparison
- To-Do List Tool: Rocks, Pebbles, and Sand
- Work Life Balance Tool
- Working More Efficiently

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## ADMINISTRATIVE ASSISTANT & FRONT DESK

- 50 Training Activities for Administrative, Secretarial, and Support Staff
- Assertiveness Skills for the Receptionist
- Effective Telephone Communication Skills for Receptionists
- Managing the Front Desk
- Professional Telephone Skills
- Safety and Security Begins at the Front Desk

## BUSINESS SKILLS

- Ethics: An Employee's Perspective

## BUSINESS WRITING & GRAMMAR

- Bad Email Habits: What Message Are You Sending?
- Business Writing and Editing for Professionals
- Write Effective and Appropriate Emails

## COMMUNICATION

- Confronting Workplace Conflict
- How to Manage Emotions in the Workplace
- How to Overcome Disruptive Workstyle Differences
- Presentation Skills: Creating Slides
- The Secret to Effective Communication

## COMPUTER SKILLS

### COMPUTER SOFTWARE

- 60 Minutes of Adobe® Acrobat® Secrets
- 60 Minutes of Microsoft® Access® Secrets
- 60 Minutes of Microsoft® Excel® Secrets
- 60 Minutes of Microsoft® Excel® Secrets 2013
- 60 Minutes of Microsoft® Outlook® Secrets
- 60 Minutes of Microsoft® PowerPoint® Secrets
- Adjust Row Height and Column Width in Microsoft® Excel® 2013
- Advanced Tips and Techniques for Microsoft® Word Users
- Customize Your Environment in Microsoft® Excel® 2013
- Microsoft® Access® 2013 Basic
- Microsoft® Excel® 2013 Basic
- Microsoft® Excel® 2013 Intermediate
- Microsoft® Excel® 2013 Shortcuts, Tips, and Tricks
- Microsoft® Excel® Charts and Graphs Made Easy
- Microsoft® Excel® Formulas Made Easy
- Microsoft® Excel® Macros for Finance Professionals
- Microsoft® Outlook® 2013 Reading and Writing Email
- Microsoft® Project Tips and Tricks

### CUSTOMER SERVICE

- A Customer Complains: Now What?
- Creating Great Customer Conversations
- Customer Service Basics
- Effective Techniques for Dealing with Difficult Customers
- How to Resolve Customer Complaints on the Spot
- Quality Customer Service: Four Basic Elements
- Quality Customer Service: Phone Calls
- Turning Around an Angry Customer
- What NOT to Say to Your Customers

## EVELYN WOOD LIBRARY

### FINANCE & ACCOUNTING

- 365 Ways to Live Cheap
- Bookkeeping Basics
- Effective Inventory Management
- How to Read and Understand Financial Statements
- QuickBooks® 2012
- QuickBooks®: A 60 Minute Crash Course

### HUMAN RESOURCES

- An Introduction to HIPAA
- Conduct Effective Interviews and Hire the Right People
- Dos & Don'ts of Records Retention and Destruction
- Eliminate the Confusion of FMLA
- HIPAA Privacy and Security Basics
- HIPAA: What Health and Human Services Requires
- How to Succeed as a One Person HR Department
- How to Write Comprehensive Policies and Procedures
- Legally Terminate Employees: 10 Critical Things You Must Know
- The Minimum Requirements for HIPAA Compliance
- Understanding Sexual Harassment

### INDUSTRY SPECIFIC

- Basics of Accounting
- Before School Starts: Things To Do
- Dealing with Difficult Patients
- Government Project Management
- Handling Complaints in the Medical Profession
- HIPAA Privacy and Security Basics for Employees in the Healthcare Sector
- How to Reduce Missed Medical Appointments
- Introduction to Bookkeeping and Accounting
- Leadership in Government Agencies
- Moving to a Paperless Office
- Plain Language for Government

### IT

- Effective Network Security
- Protecting Your PC

### MANAGEMENT & LEADERSHIP

- Assertive Communication Skills for Managers
- Budget Management
- Coaching Skills: Beyond Basic Supervision
- Creative Ways to Reward and Motivate Employees
- Criticism & Discipline Skills for Managers and Supervisors
- Effective Delegation Skills
- How to Avoid the Most Common Mistakes New Managers Make
- How to Deal with Employee Complaints and Concerns
- How to Supervise Bad Attitudes & Negative Behaviors
- How to Understand and Administer a Budget
- Organizational Behavior
- The Secret to Employee Motivation
- Transitioning from Staff to Supervisor

## MARKETING

- 49 Marketing Secrets (that Work) to Grow Sales
- Easy E-Newsletters
- Great Layout & Design: Tips, Tricks and the Latest Trends
- Social Networking: Facebook®

## OSHA & WORKPLACE SAFETY

- A Manager's Guide to Safety in the Workplace
- Indoor Air Quality: Carbon Dioxide
- Medical OSHA Compliance
- OSHA and Workplace Safety for HR Professionals
- OSHA Record-Keeping Compliance
- Safety First: Fire Extinguisher Use

## PERSONAL DEVELOPMENT

- Control the Chaos and Clear Out the Clutter
- Improve Your Memory, Improve Your Productivity
- Stress Management - Managing Stress

## PROJECT MANAGEMENT

- 10 Steps to Successful Project Management
- Fundamentals of Project Management
- Improve Your Project Management
- PMP® Certification: Project Management Basics
- Project Management
- Project Management Essentials
- Project Management: Advanced, 2nd Edition
- Project Management: Basic, 2nd Edition
- Project Management: Intermediate, 2nd Edition
- Stress-Free Event Planning

## SALES

- Building GREAT Sales Relationships
- Conquering Sales Objections
- Selling Value Over Price
- Upsell With Confidence

## TIME MANAGEMENT

- How to Manage Your Time Effectively
- The Secrets of Successful Time Management

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